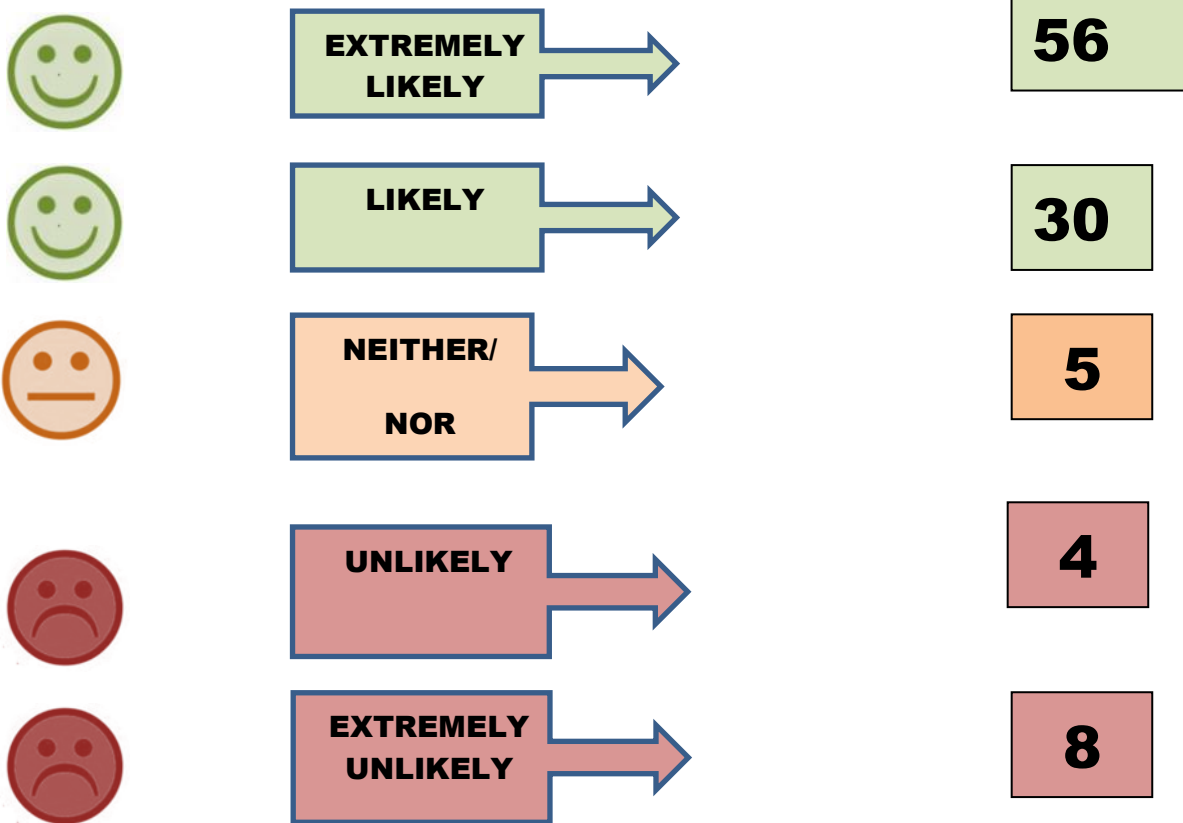




CAPE HILL MEDICAL CENTRE **Feedback**

Patient Experience forms/texts were received in : February 2025



A selection of comments received.

Things we do well:

Treated me with respect
Doctor listened to my problems
Very friendly staff
Competent and polite

Things we need to improve:

It took a week before I could get an appointment
Access
Staff need to start on time, my appointment was booked for 10.50am, called in at 11.20am.
I was 5 minutes late for my appointment and was told by reception that I would need to rebook.

Cape Hill Medical Centre have listened to your concerns of things that we need to improve. We are working extremely hard in trying to improve access for our patients to gain appointments. We constantly review how our GP's and Nurses work and how the wider team can help you.