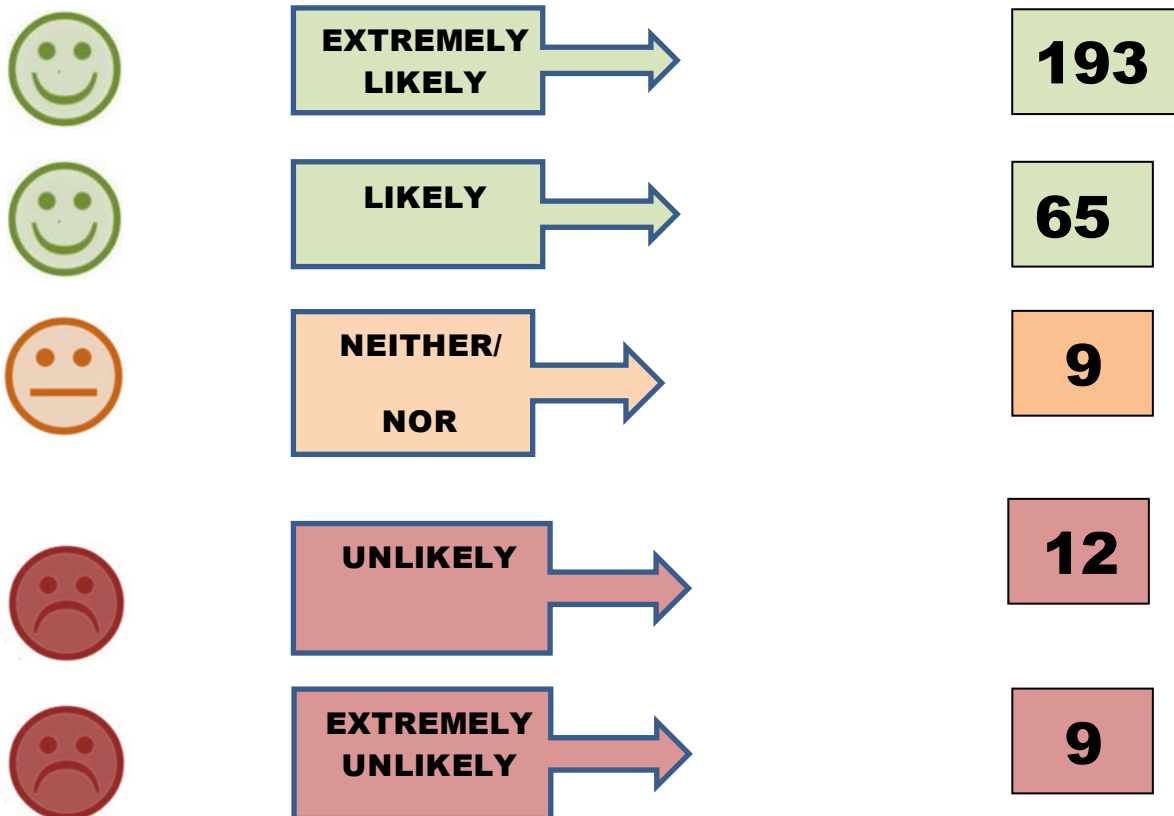




CAPE HILL MEDICAL CENTRE



Patient Experience forms/texts were received in May 2025 - 288



A selection of comments received.

Things we do well:

Staff helpful and friendly
Very good service
Prompt response to online service
Dr compassionate/helpful

Things we need to improve:

Access
Receptionist could improve their interaction with patients
Telephone consultation booked for AM received call at 3pm
Time management could be improved
Waiting room dull and dated

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 e.g. a pharmacist can help with medication queries. We also provide appointments out of hours and 2-3 Saturdays a month to allow for working patients to access the service.