



CAPE HILL MEDICAL CENTRE



Patient Experience forms/texts were received in July 2025 187



**EXTREMELY
LIKELY**



134



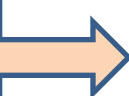
LIKELY



28



**NEITHER/
NOR**



8



UNLIKELY



6



**EXTREMELY
UNLIKELY**



11

A selection of comments received.

Things we do well:

On time- polite nurse
Excellent service
Seen on time
Dr was very helpful

Things we need to improve:

Long waiting times for scheduled appointments
Attitude of receptionists
More appointments
Unable to book at the desk

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.