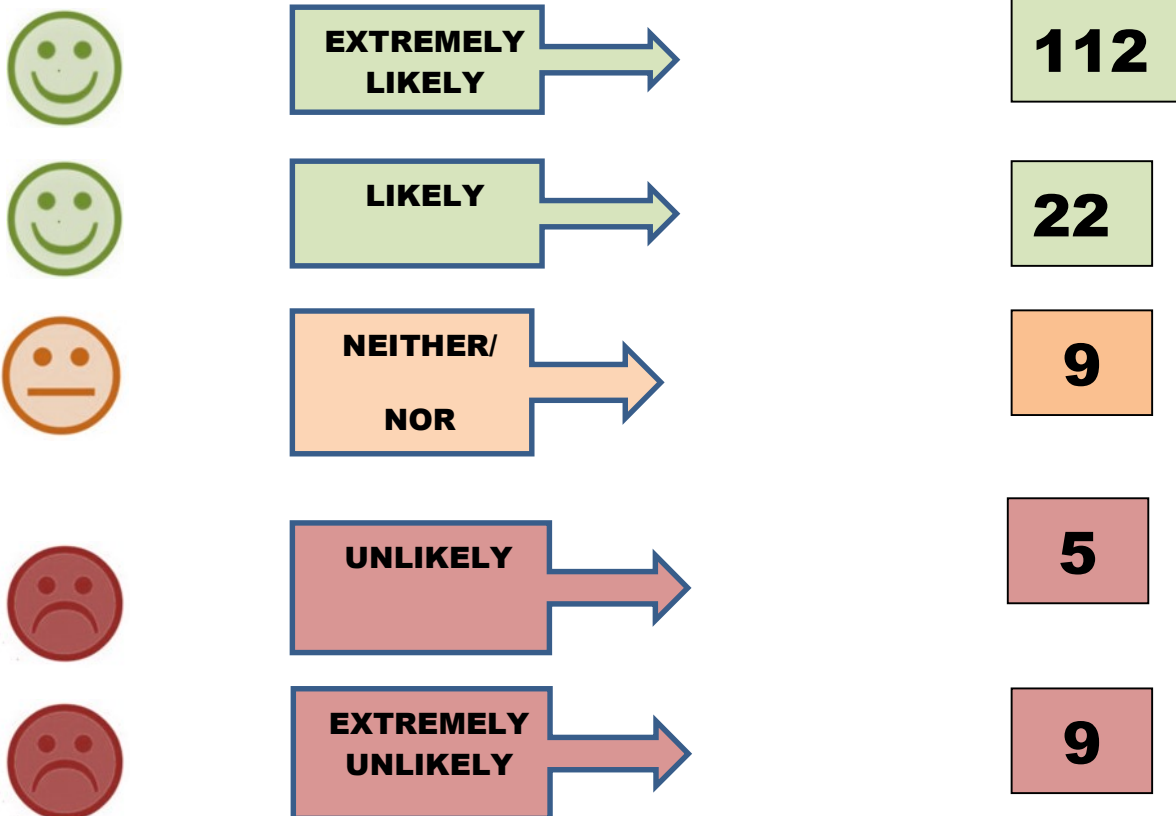




CAPE HILL MEDICAL CENTRE



Patient Experience forms/texts were received in Septmeber 2025 = 157



A selection of comments received.

Things we do well:

Very thorough and caring
Caring and attentive doctor
Good experience, friendly welcome
Staff very polite and helpful
Asthma Nurse was very helpful

Things we need to improve:

Access
Receptionist could have dealt with my problem in a better manner
Better communication from the receptionist when a clinician is running late, update the patients.
Long wait on the telephone

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.