



CAPE HILL MEDICAL CENTRE

Feedback

Patient Experience forms/texts were received in January 2026 - 185



EXTREMELY
LIKELY

120



LIKELY

39



NEITHER/
NOR

18



UNLIKELY

8



EXTREMELY
UNLIKELY

0

A selection of comments received.

Things we do well:

Doctor was brilliant, guided me to move forward.
The staff are always ready to help.
The doctor and reception were super helpful.
Cervical smear/B12 Injection. In and out. No issues

Things we need to improve:

Prebookable appointments in the week.
Not always getting items requested on my prescription.
Felt unheard and misunderstood.
Too much waiting time to see the doctor.

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.