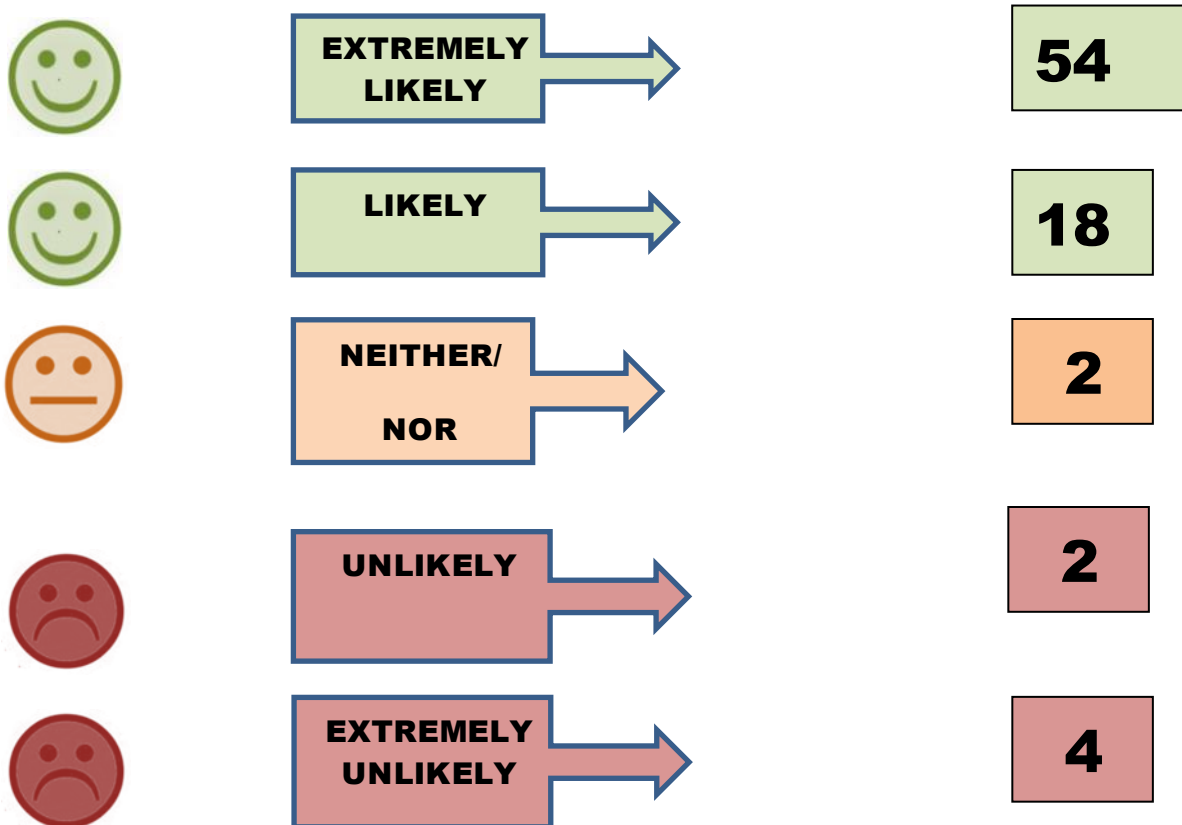




## CAPE HILL MEDICAL CENTRE



Patient Experience forms/texts were received in May 2026



### A selection of comments received.

#### Things we do well:

I felt heard and acknowledged  
They were very helpful  
Very efficient  
Amazing nurse. Great communication and felt all my questions were answered respectfully with consideration.

#### Things we need to improve:

Waited half an hour to see the doctor.  
Had to make 2 separate visits. 1 for blood test, other foot check  
Attitude from receptionist when asked a question.

**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.**