

We receive so many positive comments on the service you have received and on behalf of Dr Benn and his staff, we are grateful and very much thank you for the many lovely comments from our patients:

Everything was just perfect. Thank you

Not rushed, listened to the problem

The service is always excellent

This is the best practice I've ever used and I'm really happy here

Everything was done very well

It was an excellent experience

Was first class

I've always found it a great surgery



The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

After your appointment, you will receive a text message inviting you to give feedback on your recent visit. We are grateful for constructive feedback as listening to the views of patients and staff here at Greystones Medical Centre helps identify what is working well, what can be improved and how.

As a practice, we have discussed our latest patient feedback and this leaflet gives our response to what our patients say.

You said

Make appointments online to book so can see availability.

We did

Patients will be sent a text message (if they have given us consent) with a link to book an online appointment if the triage clinician deems you require a routine appointment

You said

The appointment was a bit later than scheduled.

We did

We apologise that it is not always possible for clinicians to keep to appointment times and will endeavour to inform you of how many patients are ahead of you so you have some guide as to how long you will be waiting

You said

The waiting room is rather sterile and impersonal

We did

We have made the waiting room smaller, added a radio and table and more comfy armchairs so making it a more welcome space

You said

Worried about missing appointments. Somewhere you can look up upcoming appointments would help. Texts sometimes get lost

We did

In the NHS App and your Online Services account you can view all your appointments, order your prescriptions and view your medical record. We will shortly be setting up NHS App sessions where you can call into the surgery for help and advice on how to set up the app on either your phone or tablet. We will advertise the dates both on our website and posters in the waiting room

You said

Make arrangements for disabled patients to enter the downstairs room

We did

When you book your appointment, please make us aware if you are unable to manage the steps and we can arrange for you to enter by the car park entrance

You said

Leave disabled parking space clear for patients

We did

There may be disabled staff and visitors in our building who have used our 2 disabled parking spaces. If you have a blue badge and these spaces are full, you are welcome to park in our car park

You said

Room 7 was unacceptably too cold for patients or staff to work in

We did

We have now purchased a fan heater for Room 7

