

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:

Very friendly staff, quick service, accommodating and welcoming

Excellent service and advice

Put me at ease was helpful and professional

The staff are always polite professional and friendly

Very friendly staff who understand my issues

Everyone at the surgery is friendly, helpful and professional

May 2026



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 I didn't get a text confirmation of appointment

We did We send out a confirmation text when you make an appointment, we also send out a text reminder both 3 days and 24 hrs before your appointment. Please contact us to check that we have your current contact details and also consent for texts.

You said Better parking

We did Our car park at rear of the building has space for Blue Badge holders. If those spaces are full, Blue Badge holders are welcome to park in any available space

You said Give me time to speak and not rush me

We did Our appointments times are between 15 – 30 minutes, dependent on the clinician. If you feel you need more time, please speak to the receptionist at the time of booking

You said My appointment was at 2pm but I was not called by the clinician until 2.30pm. It would be good to be told on arrival that there is a delay.

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