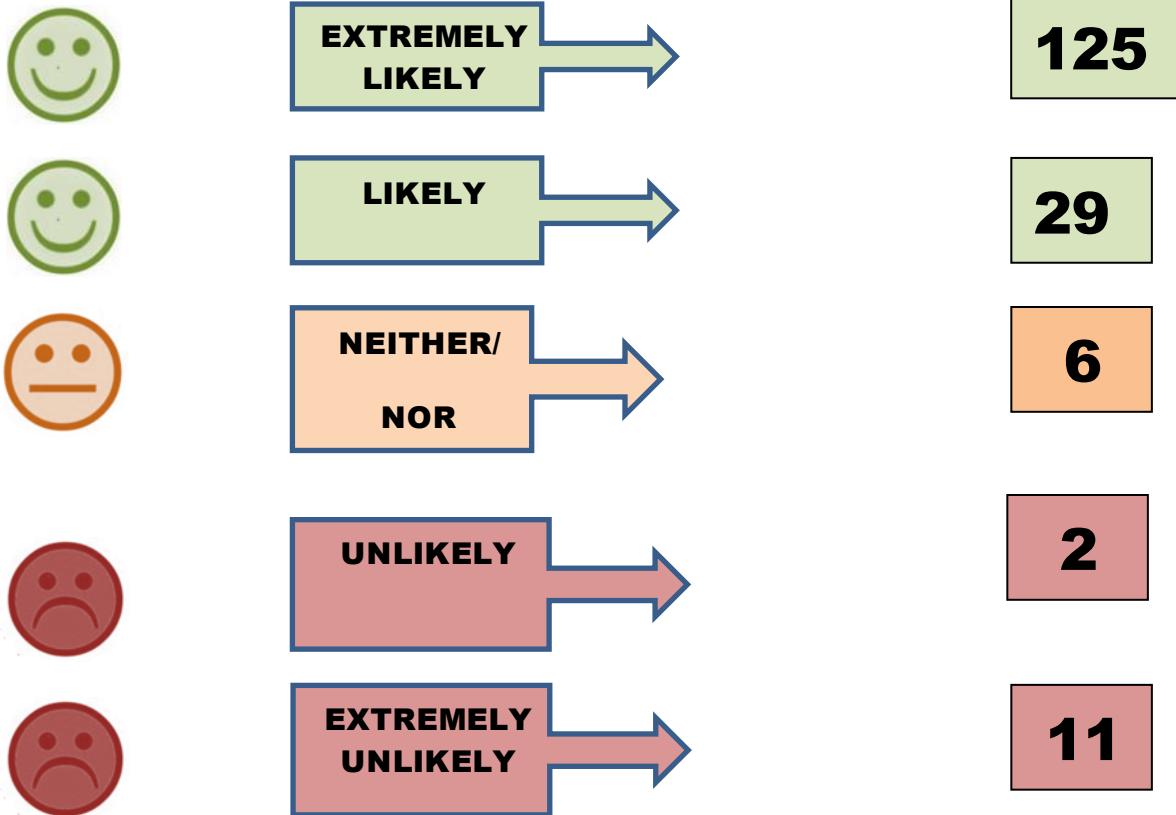




CAPE HILL MEDICAL CENTRE

Feedback

Patient Experience forms/texts were received in January 2026 = 173



A selection of comments received.

Things we do well:

Good Service
Nurse was helpful
Like the online booking system
Excellent GP
Amazing information in reception
Satisfied with treatment

Things we need to improve:

Access
Rude member of pharmacy team
Appointment time not respected
Still waiting for call back.

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.