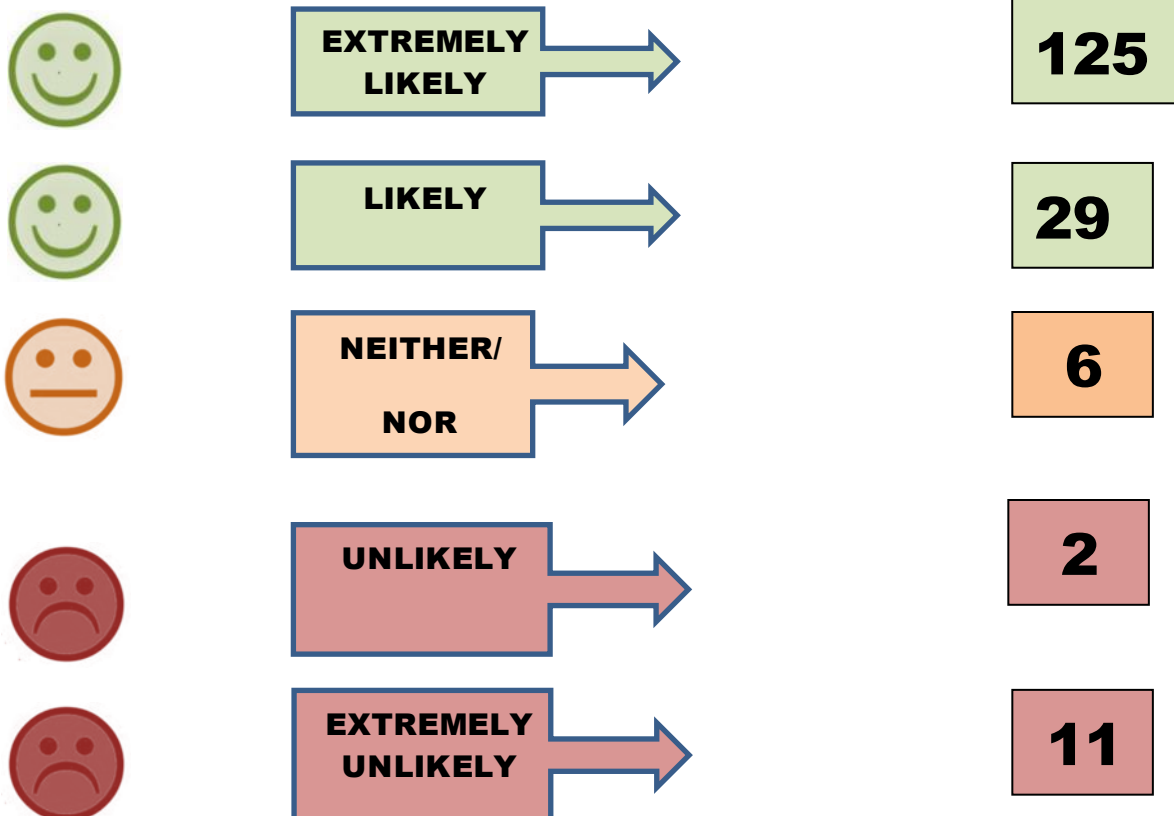




## CAPE HILL MEDICAL CENTRE



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.

Reviewed 08.05.2024 AB