

SJH MedEL Directorate Patient Feedback 2025



Patient Quotes:

“All staff are so friendly and very efficient. They make you feel so relaxed. They go beyond expectations.”

“Greeted with such kindness at the reception, made us at ease straight away”

“All was wonderful and positive, all personnel were amazing”

137
respondents

Overall rating of the care patients
received in MedEL:



99% of patients

reported a positive experience in
Clinic.



99%

found MISA
Staff helpful
and friendly



What you told us:

- Lack of signs in MISA Building.
- Lack of Parking.
- Lack of seating.
- Make Appointments on same day as patient has been seen.



What we did:

- More Signage added and a dedicated MISA Volunteer.
- We have secured 2 new more parking spaces out side of MISA
- Memory Clinic have added more seating to their waiting area.
- FASU now book patients return appointments after clinic.

