

NHS Friends and Family Test - Patient Feedback

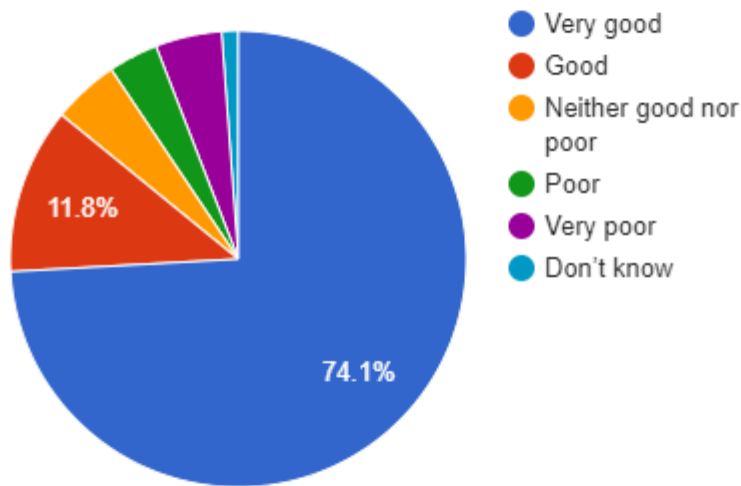
April 2022

Friends and Family Admin

Report on NHS Friends and Family Test - Patient Feedback..

April 2022

Q: Thinking about your recent appointment - how was your experience of our service?



Options	Total
Very good	63
Good	10
Neither good nor poor	4
Poor	3
Very poor	4
Don't know	1

Q: Please tell us about anything that we could do better:

Free text question. There were 49 responses:

2022-04-07 08:55:09

Too long getting results from an ECG. I told them I had 3 black outs in 1 night

2022-04-07 08:59:58

Stop the receptionist asking what's wrong

2022-04-07 09:00:36

I went in with a few symptoms to be told to get separate appointments for each - when just getting the first was hard enough. Nurse didn't have a clue fb and I'm left in limbo waiting for a clinic appointment none the wiser. Want very friendly experience at all. No wonder I don't like going when I'm ill. Feel like I've been brushed aside tbh because no one is listening.

2022-04-07 09:07:16

I have been saying that I don't want male doctors

2022-04-07 09:07:56

Read patients records prior to appointment & familiarise yourselves with specific conditions & patients needs.

2022-04-07 09:15:02

Mike the nurse practitioner has been brilliant with my care. Thank you.

2022-04-07 09:16:11

Some of the receptionist who incidentally are not medical try to solve your medical issues rather than pass you to a dr or make an appointment which I feel is dangerous!! Plus what about patient confidentiality!! It often a battle to get an appointment.

2022-04-07 09:16:25

Trying to get through

2022-04-07 09:18:08

Not very good with people got mental health or learning disability

2022-04-07 09:25:46

Indicate gp callback am or pm

2022-04-07 09:33:38

All good -no complaints at all —the best surgery for its services during covid and beyond —very helpful and courteous receptionist and GPs

2022-04-07 09:38:42

My only personal difficulty is that as an NHS senior lead myself, being available for call backs at any time is tricky as my demands Can be similar to that of the GPs. The out of hours appts recently proposed by the practice would be useful. I have however, been really impressed with the responsiveness of the

practice and friendliness of staff

2022-04-07 09:39:57

Long wait to get through to receptionists

2022-04-07 09:53:06

Regular weekly link that you can reply to more than once

2022-04-07 09:55:29

No nothing very good experience

2022-04-07 09:59:29

The last Doctor I met was quite understanding and patient. I prefer a female doctor than male.

2022-04-07 10:25:13

Helpful

2022-04-07 10:46:37

All Good Thank You

2022-04-07 10:54:02

Only problem is answering the phone takes quite a long time to get through I use email when I can. Difficult if you work full time to wait on the phone. Appointments online would be useful

2022-04-07 11:27:32

I sent query about problems 2 days ago they sent message clinician will contact me but nobody did

2022-04-07 12:19:32

You at this surgery are all doing a good job keep up the good work thank you so much Michael Havelin

2022-04-07 12:53:36

I went to the surgery on Vernon St and I appreciate not going into the waiting room without an appointment. It would be good to be invited into the hallway to discuss medical problems rather than standing on the doorstep for all to hear .

2022-04-07 13:32:39

It is very difficult to make an appointment by phone because of the long waiting time on the phone. Is it possible to book in advance by phoning later in the day?

2022-04-07 15:54:51

Less waiting time on the phone

2022-04-07 16:42:40

I can't complaine about notthing, everything was ok

2022-04-07 16:46:06

Have more people answering the phone in the morning

2022-04-07 17:35:01

You might soon consider reintroducing phlebotomy service.

2022-04-07 18:56:36

Open your reception desk. Stop asking people to send videos or photos of conditions. That ridiculous you tube video of how to video your throat is awful and the link doesn't work. It was ok in the midst of the pandemic but I don't get how Hospital Drs are seeing patients everyday and this surgery has portable

screens across its reception? (you have a plastic screen). I've felt really unhappy how my surgery are behaving. I sit on an Out Patient reception all day at the hospital and have to speak to patients face to face (through a plastic screen) but I'm still visible. I came for an appointment for bacterial tonsillitis and your reception was blocked out by portable screens? I'm glad you've sent this survey because the measures in place are really over the top.

2022-04-07 19:55:21

When calling on a couple occasions it cuts out as I'm meant to join the que if you call back it fine however hasent happened twice in a row

2022-04-07 19:57:36

I would of like to listen to me when I wanted to see the doctor on 2 occasions one was a serious ended up in hospital then the next one for 2 vertebrae bulging out only had telephone call after I asked to someone not happy with receptionists when knew things wasn't right

2022-04-11 09:58:26

Keep the good job up

2022-04-11 13:56:40

Communicate decisions with the patient; do not leave the patient to discover these for themselves as that sets your practise procedures ahead of the patients wellbeing.

2022-04-20 09:57:06

Booking appointments is a major problem and frequently there are no appointments available at all.
