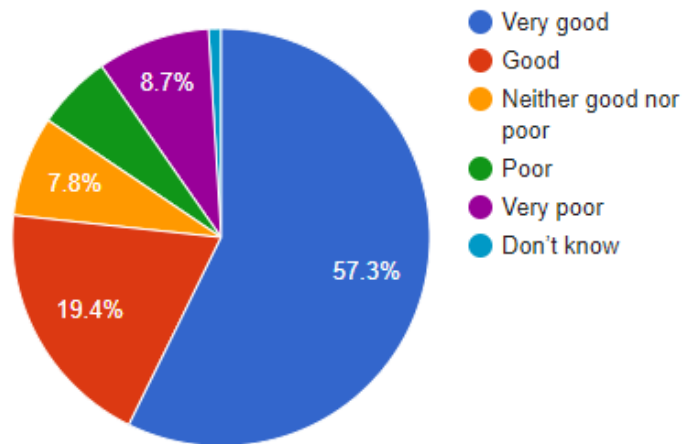


Friends and Family Admin

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

December 2022

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



Options	Total
Very good	59
Good	20
Neither good nor poor	8
Poor	6
Very poor	9
Don't know	1

2022-12-20 18:18:27

Instead of just rejecting my message you should have offered advice about the correct link I should have used for future reference and then forwarded the message to the correct route. I now have an extra two days with my health problem because of this,

2022-12-23 12:05:01

To get appointments at our local surgery, the Lanes

2022-12-23 12:05:09

My elderly mother was asked to attend the surgery after the results of her last blood test showed possible problems. All the staff were kind, considerate and very efficient. As a precaution, she had to undergo more tests and fortunately, after the second lot of results, everything came back normal. Thank you for putting my mum and myself at ease following a worrying time.

2022-12-23 12:22:52

Quicker response from the reception and Quicker access to a doctor; at least a telephone call?

2022-12-23 12:25:47

Nothing .

2022-12-23 12:30:10

Dr was professional, knowledgeable and kind. Lovely staff

2022-12-23 12:34:50

Ensure that patients can understand fully what is being said to them and that patients have relevant queries answered and acted on. I went with a problem which was not addressed and ended up confused and have since been asked to make an appointment that I really do not require

2022-12-23 12:49:32

Since moving to this Surgery, I've seen a big difference at this good Surgery, I'm kept up to date with my problems

2022-12-23 13:04:51

Trying to get through to the surgery Telephone wait time

2022-12-23 13:26:01

Make it easier/quicker to get through on the phone

2022-12-23 13:45:52

More people answering the phone.

2022-12-23 13:47:39

it takes long time to get an appointment,,,the calls can not go through

2022-12-23 13:57:29

Nothing

Have people to answer the phone within a reasonable time. Let people have appointments in a reasonable time.

2022-12-23 14:29:19

The physio appt could have spent more time assessing the injury rather than printing off internet wxercised

2022-12-23 14:31:42

Great nurse very caring

2022-12-23 14:33:10

You don't need telling.....

2022-12-23 14:34:00

Can't understand why it is so hard to get an appointment or for someone to pick up the phone

2022-12-23 14:37:50

It is just so difficult to get through to the surgery first thing in the morning to get an appointment made.

2022-12-23 14:40:30

Continue doing what you do your excellent

2022-12-23 14:40:42

Answer the phone in less than 40 minutes!!! Was told would get a call back and didn't do had to call the next day again

2022-12-23 14:42:40

The receptionist was really short with me and put me on hold before I'd finished describing what the problem was - as a result she did not relay the issue correctly.

2022-12-23 14:45:11

Didn't have an appointment

2022-12-23 14:48:12

I came with my father for a cognition assessment as we suspected dementia. I explained this to the person booking the appointment, this was not communicated or documented, so the GP was aware before entering the appointment. This would make a difference as my father was unable to say why he was there when asked the question. And I didn't want him to be upset that he may have dementia. This could have been handled much more sensitively. Also the GP needs to speak slower so elderly with hearing loss can understand, her communication skills could be improved. And additional time given for this appointment as she was not listening when my dad tried to explain how he was feeling. She was not patient Centered in her approach and failed to actively listen to him and take time for him and demonstrate compassion.

2022-12-23 14:50:02

My appointment had been cancelled at the Lanes and transferred to Vernon Street I had. NOT been informed ! The appointment was at 9am which meant a stressful journey ! I finally was seen by Mike ! He prescribed what I had requested bu phone !!!! Not happy !

2022-12-23 14:55:31

Actually listen to me and help with my M.E.

2022-12-23 15:06:19

Have bookable non urgent APTS You can't control this but the government must train more GPs

Getting through to the surgery fir an appointment. Giving up after 1.5 hours going down to the surgery and told you have to do it o re the phone. One line for two surgeries seems wrong

2022-12-23 16:06:52

Reception stuff is very unprofessional and unfriendly

2022-12-23 16:21:24

Make it much easier to get through on the phone to the surgery. Please.

2022-12-23 16:42:56

Nothing the doctor was really good with Katelyn

2022-12-23 16:53:58

phones diabolical would get through to the pope quicker

2022-12-23 17:07:42

Same day appointment with practice nurse.

2022-12-23 17:12:16

Enable patients to book appointments again without having to wait in a telephone queue for 50 minutes

2022-12-23 17:52:51

Phone lines need to have a better system for answering. 40 mins to get connected then cut off , had to start all over again . Need better access to make appointments!

2022-12-23 18:00:29

Had to cancel but i rang x 3 times to rearrange - was on the phone for over one hour each time but after it said was then calling receptionist it then cut off - 3hrs and 20 mins in total later I rang again three times to explain and reschedule but was unable to get through

2022-12-23 18:37:15

Actually seeing a patient on the day they call when needed,and also not hanging on the phone over a hr or so

2022-12-23 19:42:15

Phone answering requires rethink .very very poor.

2022-12-23 19:52:03

If they calling your line it will take like an hour for you to pick up which is not very ok.

2022-12-23 21:30:37

Had an experience with a very rude receptionist which I reported.

2022-12-23 21:42:22

I thought I was coming to a Physio appointment & dressed accordingly but discovered I was only being referred for a a Physio appointment in the future. So am now awaiting an appointment. This could have been made clearer.

2022-12-24 02:45:00

Perhaps extend the hours that the surgery is open. But personally I have absolutely no complaints, over the years the Doctors who have treated me have always been fair, friendly and have done a great job. My experience of receptionists is that they are always friendly and helpful too (at both Lanes and Vernon surgery's).

2022-12-24 10:27:02

Still waiting for the blood test results and appropriate feel back

2022-12-24 16:25:58

Answer phone quicker. An hour more is too long to wait to be answered

2022-12-24 22:30:05

It can be difficult to get to see the Dr as the wait on the phone is horrendous. Many times cut off and then being put at the back of the queue again. If the appointment could be made in the surgery as it was before the Pandemic then this may help

2022-12-25 08:39:01

Answer "contact us" communications other than just acknowledging

2022-12-25 12:27:45

I was not satisfied with the management.

2022-12-25 13:36:14

I do not agree that patients have to tell a receptionist the reason for the appointment. I don't accept the reason given that they can place the caller with the best doctor. That is saying they are triaging callers. They are clerical employees and patients should not justify what the appointment is for. The rationale the surgery gives is not logical. GPs are all qualified to a high standard so how can the telephonist know in 60 seconds who to place a patient with? Please stop this practice.

2022-12-26 22:21:37

Give me my full medication and it's very difficult to get an appointment

2022-12-26 23:32:05

Nothing

2022-12-27 21:12:32

Staff excellent but equipment not working !