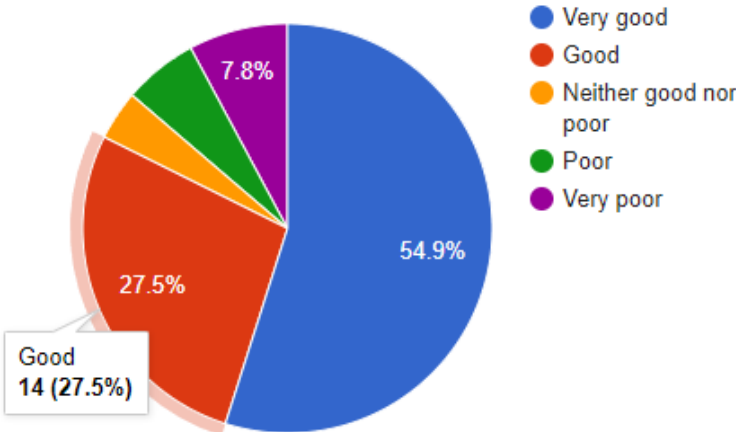


Friends and Family Admin

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

January 2023

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



Options	Total
Very good	28
Good	14
Neither good nor poor	2
Poor	3
Very poor	4
Don't know	0

2023-01-04 17:16:53
Very informative

2023-01-09 15:58:55
Surgery phone line is always busy. It is very hard to get reached to the doctor. Please provide more lines and better service. Thank you

2023-01-11 14:46:18

Staff could follow the example of Wendy re people skills

2023-01-13 18:25:25

More people answering the phone

2023-01-17 11:21:11

FAO Practice manager Karen L I arrived for my blood test at 10:17 and politely waited for the receptionist at the desk to get off the phone to let her know I was present. She informed me that I was now late (she had been on the phone at least 10 minutes) and could not have my appointment. Apparently I should have signed in on a computer but I did not know this and have not been shown this previously. I am 70 years of age and find this attitude so shameless, apathetic and degrading towards me. I was spoken to in a humiliating manner in that I should have known better. Particularly funny when you say in your answer machine message that you are human and would like to be treated as such yet this respect and kindness does not transfer to the patient. You add in a system, no formal letter or instruction for the patients then abruptly expect all patients to know this system. I hope it is not your intention to mark this as a missed appointment. Regards Grigorios Karagiannis

2023-01-27 09:10:23

The lady was really polite and made me and my baby feel comfortable. She listened and gave adequate advice. Thank you!

2023-01-27 09:21:08


Answer your phone ,it can take all day to get through.

2023-01-27 09:21:14

The receptionists always try to divert you to pharmacy etc and withhold appointments for matters that should be being seen by GPs. This is why A&E is bursting at the seams.

2023-01-27 09:25:05

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The Dr didn't know how to help me with my problem and just told me to get an emergency appointment with gastro at the hospital which isn't possible. He did prescribe me what he told me was loperamide, went to get my prescription and it was the wrong medication he had prescribed.

2023-01-27 09:25:29

Quicker response to calls to the surgery. I have often been waiting for well over an hour in total. Also availability of more face to face appointments.

2023-01-27 09:26:24

I went in to have a growth with persistent bleeding looked at and the Doctor cauterized, dressed it and referred me to Dermatology at the hospital. She told me to keep it dressed for about 3-4 days which I was happy with. That night I had a request to take some pictures which I did but the dressing removal caused it to start bleeding again. So cauterization didn't actually work. If I was being referred, then why were pictures required, why not take them prior to dressing the area. However referral was very prompt and I was happy with that.

2023-01-27 09:27:10

Improve on call answering. I waited 30 mins to get this appointment for my daughter. That's unacceptable

2023-01-27 09:37:11

Nothing could have been better x

2023-01-27 09:40:47

Will you ever get back to exclusively conducting appointments face to face ?

2023-01-27 09:47:41

Swiftly answering of phones

2023-01-27 09:51:21

Prompt, pleasant and caring

2023-01-27 09:52:26

I feel like the doctor I spoke to did not have the answer to the questions I was asking. Therefore I was not happy with the service.

2023-01-27 10:02:43

It would help for staff to have a gentler and more present approach but understand the pressure on the service. The waiting room is really depressing, blinds closed no natural light, reception area inaccessible, no staff at front and shout over from desks often. Reception area needs an overhaul. You can feel the staff morale is low

2023-01-27 10:10:02

Long wait on phone to get appointment

2023-01-27 11:34:47

couple of minor glitches with repeat prescription process.

2023-01-27 11:44:55

Nothing

2023-01-27 12:18:40

Nothing, very supportive and reassuring staff, doctor very approachable and extremely thorough. Cant thank you all enough.

2023-01-27 12:33:25

Nothing Dr Wright and Watkins have been amazing

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2023-01-27 15:33:39

Take more time to explain the duration of medication and next steps

2023-01-27 16:54:40

I asked to see a female GP but was booked in with a male one. It is very difficult to book an appointment for on going none serious ailments if you work in a school as often staff are on duty at 8:30 so can't ring for an appointment.

2023-01-28 15:30:19

Make appointment easier to get

2023-01-31 13:30:45

Well. The doctor very professional and nice. He helped me with my hemorrhoids. Prescribed me some blood tests as well. However I was told I would get called after 2 weeks regarding testing my adhd but I never got the call. I know that I was told by the doctor that my lack of vitamin D (as shown in the blood test results) was likely the cause, however I have had these symptoms since little (and I grew up in Italy, a very sunny place), so I really doubt it. I have been taking vitamin D for more than 2 weeks now and although I have seen improvements in my energy levels, my thoughts and hyperactivity are still at the maximum level. Finally, I'm sorry but your website is crap. I wanted to send you a message to request a copy of my blood test results but it wouldn't even let me login. If anyone reads this I'd like to get a copy of my blood test and the call regarding the adhd appointment. My number: +447871958501 My email: matteobarberis99@gmail.com

2023-01-31 16:24:28

Face to face appointments