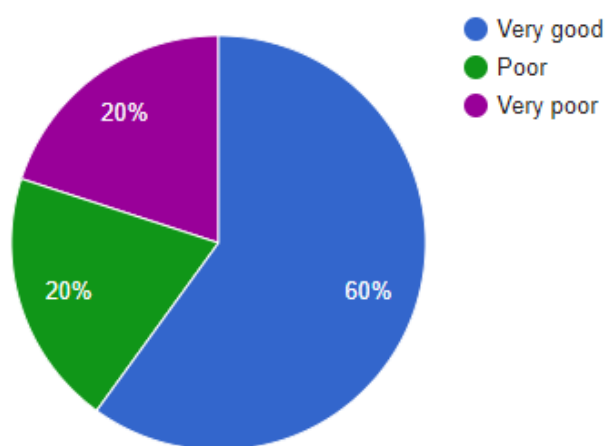


Friends and Family Admin

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

November 2022

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



Options	Total
Very good	3
Good	0
Neither good nor poor	0
Poor	1
Very poor	1
Don't know	0

2022-11-23 11:30:43 [View entire form](#)

I don't feel as though the doctor actually listened or cared. She was quick to judge didn't really check me at all and was very dismissive.

2022-11-24 14:27:47 [View entire form](#)

Been told off by one of the GPs for getting my bloods taken at the "wrong hospital" (I had clarified with them before hand which one I was going to), and then told because of that my results were not on the system (despite the previous two staff members with the same practice being able to see them very clearly). I get passed around different drs with different advice, i.e. we wont do anything until your vit d levels are higher, but everything else is fine, so get those levels higher and then we will do something. Only for the next staff member to disagree, say that I then had to address my iron levels (which were normal). I have been pursuing this one issue for nearly a year now, and I have still yet to have anybody look into it any further than one initial blood test and tell me to increase my iron and vitamin d levels. There needs to just be better communication in the notes so thatr the next person who looks at the same problem, actually knows what is going on, what has been discussed and what the next steps are. They are all very lovely, very busy and great members of staff. But the communication between the doctors through the notes etc needs improving drastically.