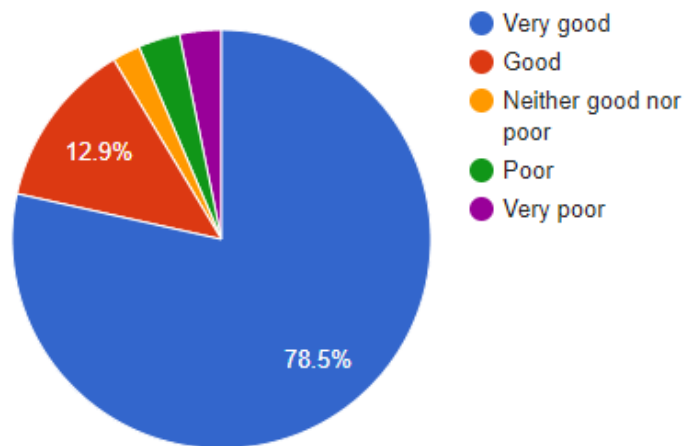


Friends and Family Admin

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

October 2022

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



Options	Total
Very good	73
Good	12
Neither good nor poor	2
Poor	3
Very poor	3
Don't know	0

2022-10-03 16:09:43

Very hard but answer phone quicker

2022-10-03 16:11:18

Can,t think of anything the service was very good

2022-10-03 16:11:47

The staff at Vernon street clinic,have always been helpful and courteous,

2022-10-03 16:20:25

Came for my covid and flu vaccinations.very well organised

2022-10-03 16:21:32

I am happy with the service and treatment I get from the practice.

2022-10-03 16:21:42

It would be lovely to get through on the telephone rather than go online

2022-10-03 16:21:56

Limited time free parking outside Vernon Street clinic.

My flu jab was handled efficiently. No queues, no waiting around. No improvements necessary.

2022-10-03 16:39:36

Nothing at all - fantastic practice

2022-10-03 16:51:18

Keep up the good work!

2022-10-03 16:52:02

nothing

2022-10-03 16:52:58

Nothing... Staff were exceptional and made my visit stress free.

2022-10-03 16:58:16

Helpful and very efficient

2022-10-03 17:10:15

You can never get through ,waiting queue,nd you end up at walking centre then a& E

2022-10-03 17:13:10

Perfection can't be improved

2022-10-03 17:15:06

Perhaps the waiting room could be better organised ?

2022-10-03 17:34:08

Came in for my flu & covid vaccines -it was a very early appointment. I have to say service was very efficient in terms of getting the jabs but have to say I found the staff were unfriendly and offhand. Woman at the door was quite rude & the two workers doing the jab literally didn't make eye contact. The one who was giving the jab read from the checklist prompt thing and apart from reading out her bits, didn't answer me when I spoke or actually acknowledge me. Sadly this is not that unusual. The practice staff aren't exactly known for their bedside manner.

2022-10-03 17:45:13

I would give you 10/10

2022-10-03 18:17:17

Just wish there were more people to answer the phones.. it's horrendous trying to get through (over 200 times) then when you do your on hold for a very long time but other than that when you do get to talk to someone you just can't fault the surgery and the way your treated

2022-10-03 18:19:46

Can't get an appointment or get through to anyone to discuss my illness. Tried to cancel my flu/COVID jab but couldn't get through.

2022-10-03 18:23:16

After several occasions of ringing Vernon street reception And waiting 45 minutes on my first call the lady couldn't understand what I was saying and she put the phone down then on the next call after waiting a 30 minutes I got through then she cut me off, Very frustrating

2022-10-03 23:53:23

Doctors making money by putting patients on tablets whether they need them or not

Just keep doing what you do already

2022-10-04 12:57:22

I have had two telephone appointments recently and both times I didn't get the call.

2022-10-04 13:01:02

Can't think of anything.

2022-10-04 15:11:07

I visited the surgery for both my Flu and Covid vaccinations. The service I received was excellent. Upon arrival I was met at the door with a pleasant, friendly welcome and directed to the room I needed to go. When i entered I was again welcomed and a brief list of questions was read to me prior to my vaccinations. Once my vaccinations were carried out I was offered a question and answer booklet regarding the possible side affects and I was ready to leave. The process was managed efficiently minimising the time spent there and kept queues to a minimum.

2022-10-04 17:33:00

My COVID and Flu jabs were fine.

2022-10-05 10:36:30

Nothing. You were quick, efficient, and very safe.

2022-10-11 08:39:54

The experience with doctor was goid but please please could something be done done about getting appointments. Today I have tried 12 times so far but line busy. It's like this all the time and eventually when I get through, the appointments are gone? What can one do??