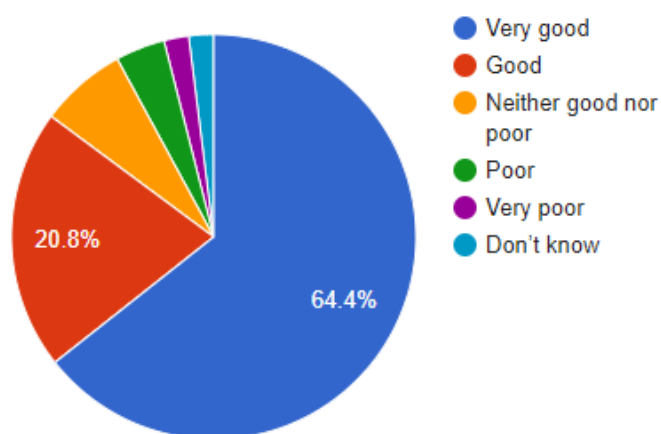


Friends and Family Test Results

Results for NHS Friends and Family Test - Patient Feedback.

for April 2023

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



Options	Total
Very good	65
Good	21
Neither good nor poor	7
Poor	4
Very poor	2
Don't know	2

Total responses: 101

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

April 2023

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

Free text question. There were 37 responses:

2023-04-01 06:12:03 [View entire form](#)

Szybkie z kontaktowanie się z wami na wizytę

2023-04-01 07:59:58 [View entire form](#)

Since my appointment two weeks ago I've heard nothing back.

2023-04-02 17:55:29 [View entire form](#)

Keep a high standard.

2023-04-03 06:51:06 [View entire form](#)

When I have blood tests I expect at the very least to be able to have access to my results, but having to chase the surgery for an answer isn't an effective use of anyone's time

2023-04-03 13:15:35 [View entire form](#)

It was good

2023-04-04 00:24:50 [View entire form](#)

The last 2 appointments have been with Dr Robertshaw. I have been very impressed with her expertise. I have had dry eyes for months now and she prescribed something that has made them feel normal again. I feel that she listens and cares. I'm very impressed with this surgery. I moved to you during covid from Horizon and I'm so glad that I did.

2023-04-06 12:53:33 [View entire form](#)

nothing, all was great as usual

2023-04-08 17:13:25 [View entire form](#)

None

2023-04-28 12:41:37 [View entire form](#)

The appointment felt rushed, I felt I wasn't listened too at all and no time was spent trying to understand what I was trying to explain. The medication I was prescribed wasn't explained at all. I had no advice on what to do next or follow up steps. The person I saw was so abrupt I didn't have time to digest what had been said before the waiting room door was flung open. Left the appointment in tears.

2023-04-28 12:44:57 [View entire form](#)

Always good. Except when sending Urine Specimens 3/5 already lost etc??

2023-04-28 12:48:51 [View entire form](#)

N/A

2023-04-28 12:49:52 [View entire form](#)

Give me some information on what my blood tests mean for my health now, and in the future, and what I can do now to improve or maintain my health moving forward. Have appointments available for what used to be called patients.

2023-04-28 12:52:32 [View entire form](#)

Don't care attitude of clinicians

2023-04-28 12:53:16 [View entire form](#)

I find the need to book an appointment on the day even if it is not urgent could be reviewed.

2023-04-28 12:54:26 [View entire form](#)

Long time waiting for call when we want to make a appointment.

2023-04-28 12:56:31 [View entire form](#)

I have been at this surgery all my life .. and will never leave.. my only problem is with making an appointment if you are employed and working in the morning it is very difficult to be able to call at 8.30 .. I was recently reprimanded by my employer for being away from my post trying to get an appointment.. this I find very unfair on working people .. I used to be able to book my appointments online but that has now been removed..

2023-04-28 13:00:43 [View entire form](#)

My appointment with Dr Efe Uwadiae on 31/03/23 was dreadful. He was late and unprofessional. He didn't write up my notes accurately, he didn't prescribe the right amount of one of my medications, and he told me that there was nothing he could do to speed up my rheumatology appointment and that he planned to ring the department to tell them to stop asking patients to speak to their Drs about any further rheumatology needs, because there was nothing more they could do. Subsequently I had to have another appointment with the very competent and well mannered Dr Wright on the 5th of April to rectify all of Dr Efe Uwadiae's mistakes! Dr Wright as always was incredibly kind, professional and helpful.

2023-04-28 13:04:34 [View entire form](#)

My experience with the GP has been excellent but trying to get an appointment when I called into the surgery and requested 2 mins with a go or nurse as I had come out in spots was poor and called into the pharmacy close by who advised I had shingles and needed medication so called back into surgery and again couldn't see a nurse or gp and told to make an appointment, tried to make appointment and was told I needed to phone in so went to my car and phoned only to be told I would have to call the following day or phone 101, on phoning 101 I got an appointment at the walk-in centre an hour later and spent literally 2 mins with a nurse to be told I had shingles and was given a prescription, I don't have any complaint with the service dr Watkins provided she was excellent but to call into an empty surgery and request support as I was already there dropping samples and not getting the support was poor and very different to a quality service provided in years gone by

2023-04-28 13:04:47 [View entire form](#)

The sanitiser dispensers needed replenishing

2023-04-28 13:10:03 [View entire form](#)

I don't know. maybe you should treat the disease properly give medicine as needed

2023-04-28 13:11:52 [View entire form](#)

I was seen on time and the doctor explained his course of action

2023-04-28 13:13:29 [View entire form](#)

The receptionists could make more effort to acknowledge patients, with the automatic sign in, you don't get a hello or goodbye. Having worked as an NHS Receptionist this saddens me. You may be the only person that patient gets to speak to all day. It doesn't cost anything to be kind and friendly

2023-04-28 13:16:06 [View entire form](#)

Everything was excellent, from reception to registrar, treated me with compassion & understanding

2023-04-28 14:20:01 [View entire form](#)

I had to wait for more than 30 mins for the appointment

2023-04-28 14:25:36 [View entire form](#)

In circumstances I don't think so. I was seen extremely quickly and treated with kindness and respect

2023-04-28 14:39:28 [View entire form](#)

The Dr surgery Cancelled my appointment

2023-04-28 14:42:05 [View entire form](#)

The doctor listened got antibiotics now feel ok

2023-04-28 14:49:20 [View entire form](#)

Send text or email reminding of where and time of appointment

2023-04-28 15:27:42 [View entire form](#)

The doctor tried to prescribe me a medication (POP) which will make my condition significantly worse and didn't offer to refer me to a specialist when clearly her knowledge is not sufficient in the condition I think I have. This made me feel as though she either thought I was making it up or that I didn't deserve treatment as I don't want to take SSRIs. I was not refusing all treatment but SSRIs reduce my quality of life significantly and POP will likely make me worse if I'm correct and I have PMDD. I was referred to gynae after I called back and asked for this myself but I feel that I wasn't listened to during the consultation at all.

2023-04-28 16:09:51 [View entire form](#)

I think it would be helpful if you issued a medical report for your patients, either printed or online, after each consultation.

2023-04-28 17:26:09 [View entire form](#)

Calling the surgery is little bit harder

2023-04-28 19:10:17 [View entire form](#)

I want to see a gp not a nurse

2023-04-28 20:07:03 [View entire form](#)

Keep the good work

2023-04-29 10:31:42 [View entire form](#)

Just let us know if the doctor is running late.

2023-04-29 10:54:07 [View entire form](#)

Every thing was great the doctor was very kind and helpful

2023-04-29 23:05:43 [View entire form](#)

Everything was good

2023-04-30 19:33:59 [View entire form](#)

More face to face appointment.s
