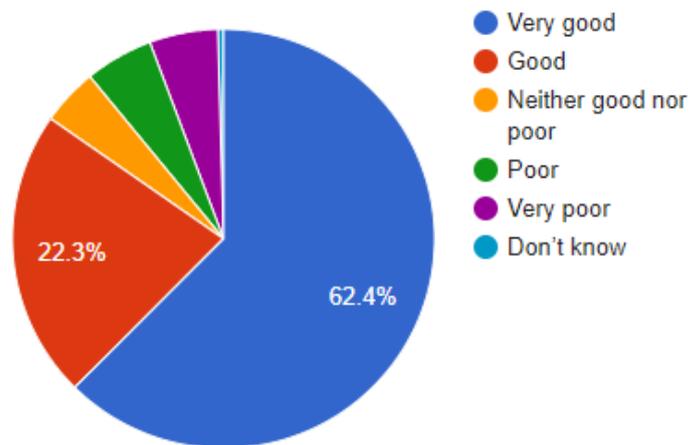


Friends and Family Admin

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

June 2023

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



Options	Total
Very good	143
Good	51
Neither good nor poor	10
Poor	12
Very poor	12
Don't know	1

Total responses: 229

NHS Friends and Family Test - Patient Feedback

June 2023

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

Free text question. There were 96 responses:

2023-06-01 08:31:25

Answers the calls quicker thanks.

2023-06-01 08:32:09

The nurse I saw was lovely and really helpful. I was unfortunately booked in for the wrong appointment the receptionist after explaining what the appointment was for and so am having to wait longer than needed to see the appropriate clinician, however I do understand mistakes happen, but maybe further training would be beneficial so nurse appointments aren't wasted in the future and patients are treated quicker.

2023-06-01 08:33:24

First of all do these questions get taken in to account doctors don't seem to give you the time to talk they use to

2023-06-01 08:51:51

pleased with the care received that day

2023-06-01 08:55:04

Felt my medical had not been met

2023-06-01 09:24:29

Nothing could be improved on, I was treated promptly and with the usual kindness and genuine care everyone I came into contact with. Thank you very much.

2023-06-01 09:37:01

For me personally I can't think of anything, never had cause to complain

2023-06-01 09:38:21

Don't like the phoning

2023-06-01 09:43:57

Using a nurse to relay changes to BP pills only causes delay when trying to have mutual agreement buy in to the change

2023-06-01 09:44:44

The only problem I have is getting through to reception

2023-06-01 09:46:14

Very good service, and follows up as expected. Never had any problems getting appointments when needed. Staffs were all friendly too.

2023-06-01 09:50:43

Answer the phone a little quicker

Whenever I actually get to see anyone at the surgery the service I receive is excellent. Getting an appointment is near impossible. Please make appointments available online again as they were pre pandemic. It really would take some of the worry out of what is already a stressful experience.

2023-06-01 09:53:21

No , everyone's doing a really great job

2023-06-01 09:55:29

Reduce your waiting time

2023-06-01 10:01:47

The physiotherapist Gave no basic anatomical explanation why I had the pain or the mechanics of prevention in the future. I was given 3 sheets of paper with general rotor cuff exercises with no guidance of proper technique. He perhaps said ten words to me in total before handing me the paperwork advising me not to exercise. Self-evident and could of saved taxi money and gone on You-tube..

2023-06-01 10:17:20

Nothing

2023-06-01 10:47:39

Follow up this survey closer to the time of my appointment

2023-06-01 11:12:40

This is for appointment on 12th may I'm still waiting for an appointment or call back from the doctor regarding going on hrt now 1st June and stil waiting . Appointment 19 th may doctor was excellent.

2023-06-01 17:16:34

Everything was really good and I commend you on your quick response to my appointment

2023-06-02 08:39:27

More appointments

2023-06-02 09:54:43

When I rang the recorded message informed me that no appointments where available but when I chose a different option on my call the following day and spoke to someone I was able to get an appointment the same day. The recorded message needs to be more specific.

2023-06-02 10:43:09

i have no complains at all

2023-06-02 14:27:07

Listen and help more

2023-06-03 09:43:58

Kindness, explanations and treatment were perfect from admin and clinical staff. Don't change anything

2023-06-03 16:02:52

My appt was not on the system. Eventually another clinician finally agreed to see me. I was made to feel rushed and was unable to discuss the conditions I wanted to. I did get my ears syringed, but was told if I wanted my blood pressure taken (I have been taking readings at home and it is high) I would to ring up, not go to reception on my way out and make another appt. I also wanted to discuss a problem with stomach/bloating issue. The nurse said I've had to fit you in. I have time. This made me feel it was my fault that they had lost my appointment. I didn't bother pursing my other 2 problems has I couldn't get through on the phone. Ringing up isn't convenient for everyone. I work and cannot be on my mobile at the same time as working. Can something be done about the booking system?

2023-06-09 07:20:27

Doctor was lovely and listened and we agreed a plan. Unfortunately when I collected my prescription the dosages we agreed for reducing my anti depressant were wrong and not what we agreed and also another medication was missing from the prescription. Wasted a bit of time collecting and returning the incorrect script and trying to sort out the mistake. Not sure what went wrong.

2023-06-10 11:44:57

The phone system when answered is now a bit strange. But luckily I did manage to figure it out.

2023-06-10 20:08:32

I am always very grateful for the NHS and all the services. However, calling the surgery at 8.30am and getting a call back at 12.07pm to be told all the appointments were gone is not a positive experience. This delayed getting antibiotics over the weekend. I knew I had a chest infection and this was confirmed by the doctor when I finally saw one the following Tuesday. I did call 111 as directed by the receptionist, 111 said I should go directly to A&E, not drive myself and keep my phone with me. Surely having an appointment at my doctors surgery is more cost effective and medically more effect too. I don't call the doctors unless I have tried over the counter and pharmacy medication. There must be a better system.

2023-06-12 11:48:05

Nothing more , Mike was knowledgeable and reassuring.

2023-06-12 11:49:10

I was extremely happy with my visit and felt very assured following my appointment

2023-06-12 11:53:53

Probably nothing

2023-06-12 12:04:53

The GP I saw was brilliant, she made sure to check for any underlying issues and had a wonderful bedside manner (quite an achievement when you're so busy!) I did have to call several days in a row to get an appointment but I appreciate you're doing the best you can when there is such huge demand for your services. Even when I couldn't get an appointment reception staff were friendly and helpful.

2023-06-12 12:14:11

Nothing of note to be honest.

2023-06-12 12:27:25

The doctor I had my appointment with is amazing!

2023-06-12 12:28:51

Getting through on phone, it's a nightmare

2023-06-12 12:40:18

Have been trying to book doctors appointments for over a week now but all filled, which is very important because I'm in serious pain at the moment at my leg which it's was operated ..

2023-06-12 13:02:51

Problem when calling the surgery

2023-06-12 13:19:14

I had a physio appt, which provided me with 19 exercises! It would have been better to demonstrate 1 or 2. As I m in a colossal amount of pain I do not feel safe doing them fearing further damage.

2023-06-12 13:32:19

Happy with service

2023-06-12 14:00:52

The doctor was not very helpful. He asked me what I wanted him to do and has sent me for an x-ray which will not show where the nerve is trapped and physio which generally causes more problems than it solves. I haven't bothered going to the doctor in ages, mainly because I don't think they care any more. I was told years ago that when the temporary sciatica became permanent Mr Bommireddy would look into doing something about it. Now that it is permanent Dr Uwadiae just didn't seem interested. I know my case is complicated but it disheartening to be seen by a doctor who left me feeling more depressed when I came out than when I went in.

2023-06-12 14:13:15

Nothing

2023-06-12 14:26:25

Nothing, your Dr was very kind and caring, listened to me, helped me a lot. Very good service, as always

2023-06-12 14:26:43

U have a good service

2023-06-12 14:31:48

Have been calling for over a week now just to book an appointment with a doctor because I'm in serious pain due to the operation I had on my leg .

2023-06-12 15:10:24

I am happy with the surgery.

2023-06-12 15:32:46

Good service

2023-06-12 15:47:27

Nothing

2023-06-12 17:34:17

Make more appointments available. I tried for weeks to get an appointment. I was calling everyday, on hold for 30 minutes only to be told nothing available for the next 7 days. Only way I got to see a doctor was because doctor gave me a call and then arranged an appointment for me. Its hard for me as I'm never in Derby until late afternoon

2023-06-12 19:33:09

I had an appointment so quickly, so impressed, never had difficulty getting an appropriate appointment with the practice. However, I was told there was free parking at the practice, but there wasn't. Not too much of an issue for me but just so others know.

2023-06-13 05:41:47

Not be dismissive or make claims of poor life style when they are completely unsubstantiated

2023-06-13 19:48:25

More appointments to see doctors face to face not call backs

2023-06-14 10:19:20

Very difficult to get the appointment over the call, if this can make bit more easier would be appreciated, thanks.

2023-06-14 13:53:07

Referral not made until chased.

2023-06-16 11:21:13

I WAITED FOR 2 YEARS FOR LEG SURGERY BUT I HOPE IT GOES WELL THIS TIME THANK YOU

2023-06-17 08:19:13

Nothing I can think of

2023-06-19 14:47:45

We were very pleased .thank you

2023-06-19 14:49:18

Have more patients in the waiting area, being seen by a doctor

2023-06-19 14:53:33

It was a phone appt and the Doctor was very helpful

2023-06-19 14:58:04

I feel the nurse I saw was very rude and didn't listen or care. I felt like I didn't matter and pretty much got ushered out of her room asap.

2023-06-19 14:58:10

Took 4 days of repeatedly calling before I was able to be seen

2023-06-19 15:06:36

I had a very positive experience, I suppose the only thing I would appreciate is having some post appointment conversation about what has happened, expected or unexpected.

2023-06-19 15:08:10

Change the computer that says Physio is at Vernon St . And sends out text telling you Vernon Street for appointment. When it was The Lanes surgery .

2023-06-19 16:15:37

Very happy with the GP practice and excellent customer service.

2023-06-19 16:41:13

Listen to my opinion or views and explain your decisions.

2023-06-19 17:12:03

Nothing

2023-06-19 18:37:05

Nothing

2023-06-19 20:08:07

He listened to what I had to say and put in a referral for a very swollen and painful ankle.

2023-06-19 20:08:26

The doctor put me at ease and explained everything in detail

2023-06-20 05:07:48

An appointment was made for a cervical smear and on arrival I was told it had been arranged 1 day too early. This was not an error on my part and when I asked if I could make an alternative appointment I was informed no appointments available. I work away and am only home every 2 months. This means j now have to take a day off work and travel 2.5 hrs from Bristol for a 20 minute appointment next month. This is unacceptable and disappointing that someone could not think outside the box and perhaps ask another patient who lives closer to swap an appointment. It seems people are being completely governed by 'the system'. Very disappointing

2023-06-20 09:25:14

Better co-ordination With hospital heart failure team so that continuing meds being managed by them don't need review by the practice.

2023-06-20 10:29:29

Everything was very good

2023-06-20 14:06:15

From my experience every of appointment is good and easy for now

2023-06-20 14:54:51

Have an online appointment booking system. As a teacher I work from 7am to 4pm so difficult to call

2023-06-23 21:49:56

Everything about the service is good

2023-06-26 07:52:15

Smile, I am a customer.

2023-06-26 14:49:31

I'm still none the wiser what is wrong with me... I'm still suffering but what's the point in making another appointment..I asked to see a doctor.. but got an AP .. if it don't clear up I'm going to the Hospital

2023-06-26 14:51:41

Would have preferred to see a doctor

2023-06-26 14:57:52

I'm not sure the GP was really listening to what o was describing and got fixated on one line of thought and didn't fully grasp or trust me to know my body and symptoms. As a nurse for 40 years I do have a fair amount of experience but did not feel understood. So treatment was issued but I'm certain it will not resolve my problem but may have wasted pharmaceutical resources . But I will try this course and see.

2023-06-26 14:59:06

Yes I had an appointment for a call back but no one has called me

2023-06-26 15:09:49

Keep the good job on

2023-06-26 15:12:48

All was good

2023-06-26 15:13:12

The nurse was nice listerned to me for once .It would help if was positive I've lump on my foot and I want the lump off because iam in pain can't walk , and cant buy shoes that fit . Was told not Priority and I might not get op .so il be crippled without it .

2023-06-26 15:19:59

At the moment the service is awesome Thank

2023-06-26 15:39:39

Having been with my last surgery for 25yrs when new patients with complex chronic medical conditions register, a face to face extended apt what have made it easier. My first apt was when I was ill and it would have helped. My last gp refused to see me or anyone since 2020 and I have to say my experience has been fantastic since moving to vernon street. The reception team have been polite, kind and have thought outside the box when I have called with prescription issues. The two gp's I have seen are what I would call

old school, they cared!

2023-06-26 15:42:00

Receptionist booking blood test could have come over to the window to speak to me instead of remaining at her desk.

2023-06-26 16:14:41

Hard to get past receptionist sometimes when need advice from GP/ nurse.

2023-06-26 16:16:50

Get staff who know how to speak to there patients

2023-06-26 17:37:44

Nothing. It all went very well Punctual. Easy and efficient

2023-06-26 18:12:24

Would be helpful if more than one problem could be officialy dealt with on the appointment time?

2023-06-26 18:48:17

making apointments must be easier than

2023-06-26 19:08:45

Follow up calls show with "no caller ID" and my experience is they are so quick I often struggle to accept the call in time. If possible, wish there was an option for user to call back - perhaps through text message link. Thank you for all your efforts though, I recognise you are stretched.

2023-06-26 19:45:57

All good atm, phone queues down, call back service excellent.

2023-06-27 07:07:03

Help people to understand what we are saying

2023-06-28 12:49:04

Call your patients when they actually have an appointment!