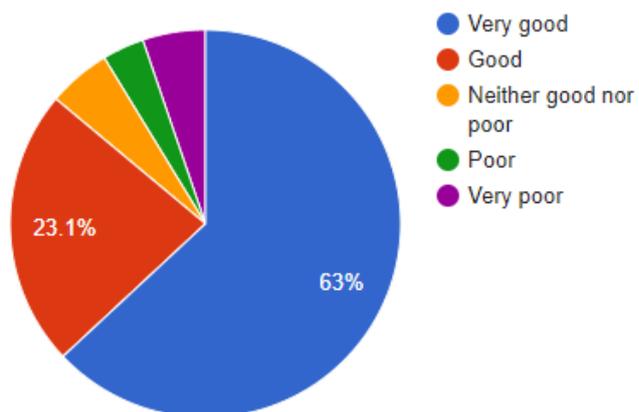


Report on NHS Friends and Family Test - Patient Feedback..

March 2023

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



Options	Total
Very good	109
Good	40
Neither good nor poor	9
Poor	6
Very poor	9
Don't know	0

Total responses: 173

NHS Friends and Family Test - Patient Feedback

March 2023

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

Free text question. There were 72 responses:

2023-03-03 09:47:37

Improve the waiting time to speak to a receptionist when using the telephone although a new system is now in place so hopefully this will improve.

2023-03-03 09:55:41

As always struggling to get an appointment.

2023-03-03 09:56:45

Would score better if you didn't have to fight so much to actually get an appointment! To add insult, once you actually get there the place is empty!

2023-03-03 10:01:24

The procedures for appointment bookings need to be reviewed. It takes a long time to get through on the phone.

2023-03-03 10:04:31

I felt that I could explain how I was feeling

2023-03-03 10:04:48

N/A

2023-03-03 10:07:17

Takes a very long time to get through and never had a face to face appointment only ever on the phone which isn't always what is best/most helpful.

2023-03-03 10:07:43

Answering the phone quicker some times ive waited oover 20 mins

2023-03-03 10:10:12

I had a physio appointment. I felt that he had very little interest in my problem. He had no interest in any discussion about what is causing the problem. He gave me 5 random exercises to do on a physio app, which I checked them with another physio would either not have helped the problem or just made it worse.

2023-03-03 10:11:47

Nothing Everyone was lovely Thank you Vernon/lanes surgery's

2023-03-03 10:28:36

Have better doctors who don't sound disinterested and bother checking any recent patient notes or police letters.

2023-03-03 10:30:59

Do not tell patients with severe mental health to stay by their phones and promise them call backs but then not bother and complain about patients getting worse mental health as a result and reacting.

2023-03-03 10:37:49

Ms. Lynn Bott and staff, in general, to kindly take tests to identify whether an infection is viral or bacterial before deciding it's not bacterial because they want to avoid prescribing antibiotics. I felt like a crook

throughout the consultation. Personally, if I can avoid overwhelming the staff and system in the NHS more, I do. I delay as much as possible coming to the GP, particularly for something as trivial as a cold. I know it's trivial. I hated having to go in for it. So this was a bad cold that wasn't going away for weeks and was affecting my ability to go to work and was being passed around members of my family. I got sent home with a blood test for vitamins deficiency and this was only after I insisted on how bad I was feeling and that I obviously was missing work. I appreciate that it did show a slightly low vit D level, so thank you for that, but that wasn't the reason for how I felt, it was strep A. I still have it now, it's just mostly asymptomatic with a slightly sore throat and blocked nose, it won't go away, I had a throat swab done last week. My consultation was probably around three weeks ago. I felt like a complete impostor and felt I was asking someone for help who was bent on not believing me and not doing a throat swab to see that it was in fact a streptococcus pyogenes infection. I had to do that privately when my mum insisted. I shouldn't have to make myself less than to be believed or consulted. Again, I really appreciate everything that's being done in the NHS and I'm sure I have no idea of the extent of the hardship in any way. Still, it's not an isolated experience, many practitioners choose to assume rather than test- it cannot work this way. Let me pay for the throat swab analysis, but please offer patients the benefit of the doubt- we're not the enemy. Thank you again for all the help and I'm sorry I have to write this.

2023-03-03 10:48:19

Hand sanitizer stations on arrival and by self check in were both empty. Not relevant to this particular experience, but I've previously used the online form to book appointments. It would be helpful if this form had the option of specifying preference for face to face appointments as I've previously had two callbacks when I felt a face to face would have been more appropriate. Overall feel that Vernon St is an exceptionally good surgery with brilliant staff.

2023-03-03 11:03:30

20mins late to see me, and than ran out of time to discuss everything

2023-03-03 11:35:17

Took 35 phone calls 2 make a appointment & armament 4. A another appointment. I came away with ear drops it cost me 60 pounds 2 have my ear to be syringed i still have the problem unsteady when i walk so i have 2 make another appointment

2023-03-03 11:55:22

I would have preferred a face to face appointment to discuss my test results, I had a call back instead and didn't feel I got a full picture of my results, I am also still poorly with the original illness and feel left in limbo while waiting for more results that aren't related to my current condition, after being ill for nearly ten weeks I'm slowly giving up ever feeling well again.

2023-03-03 11:58:27

Follow support was not implemented immediately as promised, however my general experience was very good

2023-03-03 11:58:46

Waiting times on the phone

2023-03-03 12:05:44

Nothing need to improve

2023-03-03 12:18:46

By answering calls in less than half an hour. And being able to book appointments in advance, not just the day of calling. Although the receptionists are always polite and friendly, it does not disguise a system not fit for purpose.

2023-03-03 13:08:12

The doctor refused to treat me so I left feeling very anxious and I've now changed surgery

2023-03-03 14:04:19

Nothing as the experience was very positive

2023-03-03 14:29:18

You can't do anything better . Was time efficient , knowledgeable and I like that you can use a QR code to scan the information leaflets - better for the environment. The nurse was very helpful and reassuring. Thank you all , Karen sangha

2023-03-03 18:30:42

It would be nice to change your message, we are tired of being told the same thing over and over again.

2023-03-03 22:34:02

Your doing the best you can in difficult circumstances

2023-03-05 13:45:14

It would be good to be able to have the choice to see a doctor, five days a week, at The Lanes surgery.

2023-03-06 04:52:24

It's not my Appendix it's my IBS I suffer from and the pain is just below my belly button as it usually is. The clinician tapped his finger exactly below my belly button n obvious pain I felt. I was shocked he even said its my Appendix. I thought what really and he said its odd for someone my age to have problems with it now. I know 100 percent it's my IBS, I have to watch what I eat. Its comes and goes and a day after my appointment the pain subsided. . I'm not calling him the Clinician down obviously he has had some training but he needs more training. I have no problem with him at all I just wish he sees a diagram of our insides. I will see him again if need be and help. I may of explained too much on the phone to the lady Clinician that called me back and maybe his mind set was it's worse than it really was.

2023-03-09 04:40:13

*INFO SERVICE EXPIRATION FOR vernonstreetandthelanes.co.uk Attention: Accounts Payable / Domain Owner / NHS Friends and Family Test | Vernon Street Medical Centre Your Domain: www.vernonstreetandthelanes.co.uk Expected Reply before: Mar 08, 2023. This Notice for: www.vernonstreetandthelanes.co.uk will expire on Mar 08, 2023. *For details and to make a payment for vernonstreetandthelanes.co.uk services by credit card: Visit: <https://settle-services.com/?web=vernonstreetandthelanes.co.uk> 0308202323275605.75.43.03.81

2023-03-11 14:26:25

Hello, vernonstreetandthelanes.co.uk Did you know that people do 8.5 billion searches on Google every day? That's why it's important to rank your website on the First Page of Google? So to rank your website #1 on google you need to take care of: 1-Technical S E O Audit 2-Keyword Research 3-Competitor Research 4-Finding backlinks opportunities 5-Local Optimization of the site (On-Page S E O) 6-Build Backlinks (Off-Page S E O) 7-Build Local S E O Citations Don't worry you don't have to do anything you can hire someone to do it for you You can get +1,000 visitors to your website every day you can try it from here: <http://fiverrseoer.com/> I hope you will enjoy it.

2023-03-13 13:59:37

Easier and quicker to make calls for appointments or any information

2023-03-15 21:07:12

Felt I was well looked after & listened to help my needs

Got through at 8.30am to arrange an appointment for my partner who had a painful lump on his palm. Appointment booked for 9.20am same day, receptionist very polite and helpful, seen by an ANP I think and referred onto the hand clinic. Excellent service

2023-03-28 08:38:49

Always received good service from my GP. always helpful patient and kind as well as efficient.

2023-03-28 08:43:37

friendly reception staff and doctor.

2023-03-31 08:41:52

Only one at Mickleover went seen he was very nice bloke but couldn't understand word he said he had to type on computer to communicate with me, for my back part from that it's great.. by the way had no results yet for my back scan ??

2023-03-31 08:49:37

I kept calling for many days, waiting for appointment. And when I got appointment, nothing could be done.

2023-03-31 08:50:17

Easier to see doctor face to face but all staff are doing a good job

2023-03-31 08:54:01

Explain to some of your clinicians they should listen more to their patients and involve them in their own care when they ask questions.

2023-03-31 08:54:36

You could actually listen properly to the patient when they are worried about their health I felt brushed off and nothing was done to help me with my problems, I actually came out the surgery and sat in my car for half an hour and sobbed as I felt so let down yet again as I was not listened to yet again! I don't visit the doctor very often as I struggle to get out through mental health issues and also for this reason of not getting the help I hoped to get,

2023-03-31 08:58:00

Having skin cancer twice on the same arm i felt fobbed off with cream and if stays the same go back in 6 weeks

2023-03-31 09:00:01

Good visit ,saw a registrar doctor , receptionist very nice and helpful

2023-03-31 09:07:24

Long waiting time trying to get through on the phone

2023-03-31 09:10:02

Less waiting time when calling for a appointment

2023-03-31 09:10:11

I have no idea what you could do better, as I was very pleased by what I saw, and the wonderful people who made it all look so easy. Well done

2023-03-31 09:10:26

So glad you have improved the way. The telephone is answered? Thank you

2023-03-31 09:12:51

More careful monitoring of prescription medications. Advice emphasised about coming off certain types of medicines

2023-03-31 09:15:57

Dr needs to listen

2023-03-31 09:23:49

Less waiting time. I had to wait 20 minutes after my appointment time, longer than I was with the doctor for.

2023-03-31 09:24:23

Maybe give individuals a timeline. I have had tendinitis since November 2022 and I have been waiting for an appointment. I understand they can't provide me a definite date but nothing has been done or address my problem. I can barely walk now and such a small injury has gone worse due to their negligence.

2023-03-31 09:25:29

Having to wait so long before someone answers the phone

2023-03-31 09:35:16

Nothing at this time. Everyone has been attentive and considerate.

2023-03-31 09:40:12

The doctor was in a hurry kind of. Maybe because of the work load

2023-03-31 09:53:30

The murder was v good at listening and v helpful

2023-03-31 09:58:24

Once I'd got through the receptionist was kind and helped me to see the doctor . I rang at 8.30 got cut off then rang back and it took till 9.10 for my call to be answered . I appreciate you are busy .

2023-03-31 10:10:43

No

2023-03-31 11:05:41

Having to phone at 08:30 hoping to get an appointment is stressful

2023-03-31 11:24:10

Pleased so far

2023-03-31 11:39:55

Both the receptionist and doctor were very understanding of my daughters needs and we're very professional

2023-03-31 11:40:50

The only thing that can change for me is to have the appointments within in the surgery rather than bring sent to the walkin centre for appointments. Which is very impersonal and they dont have the time to listen go you they also don't know you like the doctors in the surgery do. If it wasn't for this I would have given you an excellent because the surgery I'd very good overall. Friendly. Kind and caring and attentive. These things matter to a person. To be heard and understood and going to the walkin center for appointments you do not always get this and the connection gets lost along the way and your just another patient to get in and out has quickly gas possible however the surgery for appointments is much more on a personal level and would be a shame to lose this. You are all amazing otherwise.

2023-03-31 12:45:41

How could she forget to send me the codeine ,she only sent me the amitriptyline, i told her my neck was soar/in pain ,now i have to wait till Tuesday I hate the vernon street medical center evil people even the receptionist are very rude Ive never had a problem with the lanes they are all beautiful people and from now on i will never make a appointment at the Vernon street

2023-03-31 13:23:40

I was very satisfied with my care

2023-03-31 13:35:41

Please give patient that have known illnesses priority.

2023-03-31 14:20:24

Excellent service.

2023-03-31 14:29:34

Caring professional response from reception through to seeing doctor. The call back system when in a telephone call que is very helpful. Thank you Vernon Street and lanes for your hard work and commitment.

2023-03-31 14:36:35

Had to wait about 20 mins after appt to see doctor

2023-03-31 14:40:23

All was ok

2023-03-31 15:27:58

All excellent

2023-03-31 16:49:51

I have the utmost respect for our Dr's & all the Staff always treated with respect & feel they always do there best.

2023-03-31 17:19:10

Always friendly and helpful! A brilliant doctors service all around.

2023-03-31 18:25:37

Always polite and professional. Finding quick resolve to my issues.
