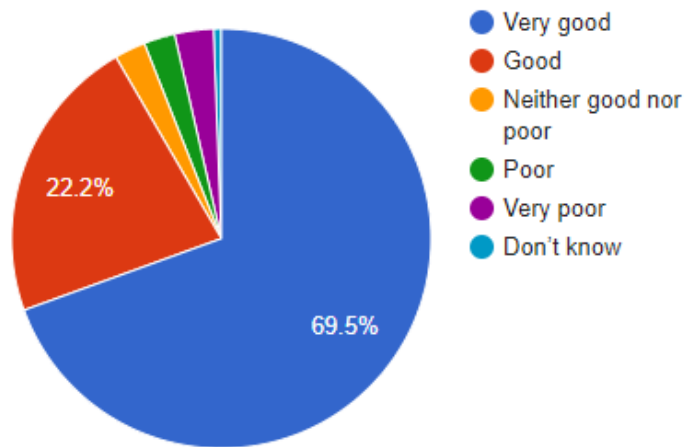


Friends and Family Admin

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

April 2024

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



Options	Total
Very good	116
Good	37
Neither good nor poor	4
Poor	4
Very poor	5
Don't know	1

Total responses: 167

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

April 2024

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

Free text question. There were 51 responses:

2024-04-03 11:23:45 [View entire form](#)

At this stage of getting to know then I don't think they can do better.

2024-04-03 11:25:54 [View entire form](#)

Calling appointments are not good... it doesn't look like someone is really carrying out your complaint.

2024-04-03 11:32:15 [View entire form](#)

This doctor is amazing always knows what I'm talking about and takes time to listen! Unfortunately this isn't always the case depending on which doctor you get to see.

2024-04-03 11:32:31 [View entire form](#)

All ok

2024-04-03 11:38:38 [View entire form](#)

Appointment service is awful sea a doctor for love' nor money'

2024-04-03 11:40:22 [View entire form](#)

More.face to face appointments how you make a judgement on Treatment over the phone I don't know this is mistakes can be made .

2024-04-03 11:40:43 [View entire form](#)

Nothing already excellent

2024-04-03 11:42:30 [View entire form](#)

Nothing

2024-04-03 11:46:05 [View entire form](#)

Please do something about the music played whilst on hold. If you are feeling calm when you start the call, you feel like screaming at anyone and everyone, after even only a few minutes of that music. Thank you.

2024-04-03 11:46:42 [View entire form](#)

Trusting parents instincts, the doctors checked baby over and sent us on our way with the diagnosis of a virus or similar, 2 days later she was admitted to children's ward with partial collapse lung, acute lower respiratory tract infection.

2024-04-03 11:48:28 [View entire form](#)

I went there due to exaceebation of asthma. GP failed to listen to my complaints. GP knew I had e wheezing. Told her it's very bad during the night. Failed to ask how is my O2 sats and HR. I have equipments to check that at home as I'm a medical professional myself. I went from being poorly to severely poorly which I went for private GP instead who told me what steps to do. It's appalling how the GP acted that time. I told her I need steroids but failyto listen and was told that I'm not wheezy enough to have it. My O2 sats dropped to 87 at night times with heart rate of 125. Hospital is not something I want as I work there and i think GP is there to be the main entry to avoid the stress of the hospitals! It's too stressful enough in ED and having to rely on GPs are not the best experience.

2024-04-03 11:55:44 [View entire form](#)

Just seems crazy that I could not make an appointment when I called Monday afternoon for the next day...sadly if you are on work it is not always possible to sit on the phone for ages....but I had to play the ring first thing next day and luckily did get an appointment. And when I arrived for my appointment there were 3 others there...and not all to see doctor...as two called through by nurse....expected a waiting room bursting at the seams

2024-04-03 11:57:09 [View entire form](#)

I can't walk into a full surgery and was seen straight away

2024-04-03 12:00:22 [View entire form](#)

Nothing needed, the service is always very good

2024-04-03 12:19:15 [View entire form](#)

Excellent all round service - no complaints

2024-04-03 12:19:28 [View entire form](#)

Nothing really I always get an appointment when I require one and the medical staff and reception staff are always helpful and polite

2024-04-03 12:21:26 [View entire form](#)

To be honest one of the front desk service was woman was not welcoming but overall I was happy at the end of the day.

2024-04-03 12:37:34 [View entire form](#)

I did book a double appointment but after 10 minutes felt very rushed, I was 20 minutes late going in for my appointment at 9.30 in the morning and felt like they were using my time to catch up. Didn't feel much better when I came out to be honest. I know time is precious but this was a personal issue that I'd been putting off.

2024-04-03 13:09:39 [View entire form](#)

I had blood tests done and the procedure is not to contact the patient if the test results are ok. It would be really good to simply get a text to say the tests have been seen by a GP and all is clear.

2024-04-03 13:15:00 [View entire form](#)

Very happy all went as it should

2024-04-03 15:03:54 [View entire form](#)

Not always easy to make GP appt

2024-04-03 16:08:19 [View entire form](#)

More time, I couldn't explain everything

2024-04-03 18:17:43 [View entire form](#)

Everything is fine with your service

2024-04-03 18:48:42 [View entire form](#)

Give people the ability to book non urgent appointments in advanced. The only option I was given was to call in every day at 8:30 I am not sure if I could book an appointment in advance online?

2024-04-04 16:10:04 [View entire form](#)

Pre bookable appts for non urgent / on the day appts would be good.

2024-04-10 20:53:07 [View entire form](#)

Everything. Any contact with them, if ever you do get any contact with them, completely ruins your day. The staff now go out of their way to be as unhelpful as possible. Will tell you anything to get you off the phone and tell you anything if they reply to your messages. Every time I contact them, even for an emergency prescription, it's a casual fob off. Not our problem. Ring someone who cares. A 5 minute thing takes 5 calls 8 messages and 3 weeks

2024-04-15 10:00:38 [View entire form](#)

I would have liked to have seen my mri scans - the results would have made more sense

2024-04-15 10:15:47 [View entire form](#)

I arrived 10:00 minutes early to make sure I was on time only to be called in 20:00 minutes later, this happens nearly every time

2024-04-15 10:39:45 [View entire form](#)

Nothing I was really satisfied with my care

2024-04-15 13:41:11 [View entire form](#)

You are doing well

2024-04-15 15:47:31 [View entire form](#)

Nothing really, more parking for disabled but the is nothing the practice can do as the land is not available.

2024-04-15 18:16:59 [View entire form](#)

I would have been happier had I been given a clearer diagnosis of my condition.

2024-04-16 07:05:50 [View entire form](#)

I feel all my needs were dealt with Thank You

2024-04-16 17:59:36 [View entire form](#)

Nothing. Excellent service! The nurse checked mum over & answered questions about her wellbeing. She explained the next step they are taking to keep mum healthy. Thank you.

2024-04-17 01:11:54 [View entire form](#)

Hello vernonstreetandthelanes.co.uk, I would like to discuss SEO! I can help your website to get on first page of Google and increase the number of leads and sales you are getting from your website. May I send you a quote & price list? Thanks & Regards, Nyra Evans Sr SEO Manager

2024-04-18 15:28:02 [View entire form](#)

Allow more people get access to GP on a daily basis

2024-04-21 20:24:17 [View entire form](#)

I was made another appointment for next day only to turn up and be told no appointment was made and that I got it wrong when I didn't the mistake was there's not mine , And reception staff deciding who I need to see ie nurse, doctor , etc maybe if the correct appointments are given with the right person there would be more appointments available instead of having to come twice about the same problem , there are plenty of notices around the practice about patients treating staff with respect which I totally agree with but this goes both ways and some staff aren't very approachable.

2024-04-24 10:38:32 [View entire form](#)

All good.

2024-04-24 10:47:00 [View entire form](#)

Explain what the condition is you have.

2024-04-24 10:47:59 [View entire form](#)

Need to know where to go in the surgery before the appointment

2024-04-24 10:49:03 [View entire form](#)

Thank you, been referred to the correct place.

2024-04-24 10:52:32 [View entire form](#)

I am comfortable with the services

2024-04-24 11:02:04 [View entire form](#)

Yes, send reminder like today for 2morro. Didnt get one for today pointment that why didn't turn up cos last time turn up had pointment but wasn't reminder but still turn up work out wasn't pointment cording your day of birth machine.. one your doctors trainer disappeared, & also phone call I had think was last week time supose to be 9.45 but eventually rang up hour later, aren't much good, cant keep looking at my phone when going call me cos may never call.

2024-04-24 11:07:19 [View entire form](#)

Dr Sabir listened & showed compassion Thank You

2024-04-24 11:13:39 [View entire form](#)

After several disappointing interactions with 1 of the staff, I would ask for more courtesy. But, this most recent appointment with Lyn Bott was perfect. 100%

2024-04-24 11:14:51 [View entire form](#)

Dr Bott is a wonderful practitioner and I wish all staff could follow her style

2024-04-24 12:09:52 [View entire form](#)

Change your ansaphone message as it is too long

2024-04-24 12:19:58 [View entire form](#)

The Doctors, Nurses and Reseptionists are all fabulous.

2024-04-25 17:59:17 [View entire form](#)

Very difficult to get appointments

2024-04-25 18:02:21 [View entire form](#)

Nothing.

2024-04-28 16:09:24 [View entire form](#)

The nurse didn't seem to give any reasons for the symptoms. I felt like I was telling her what was wrong with me