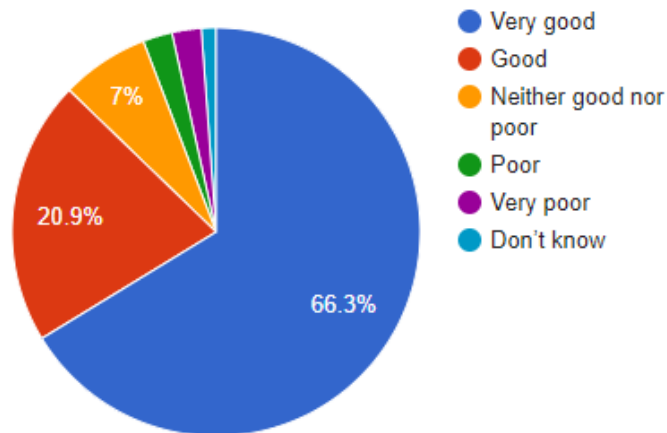


Friends and Family Test Results

Results for NHS Friends and Family Test - Patient Feedback.

for August 2023

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



Options	Total
Very good	57
Good	18
Neither good nor poor	6
Poor	2
Very poor	2
Don't know	1

Total responses: 86

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

August 2023

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

Free text question. There were 35 responses:

2023-08-01 16:31:20 [View entire form](#)

Good Morning, If you are one of the sufferers of the common problems nails have, then you are in luck! Our Toenail Clippers is here to help. It has a specially designed clip that can help those with troubles with winding nails, hard nails, two nails, nail cracks, deep nails, and thickened nails. We are confident that our Toenail Clippers will provide you with the results you are looking for. Get yours today with 60% OFF: <https://podiatristusa.sale> All the best,

2023-08-02 09:07:50 [View entire form](#)

When having a telephone consultation a Time would be good for people who work.

2023-08-02 09:27:02 [View entire form](#)

People are in such a rush to get things done

2023-08-02 09:27:14 [View entire form](#)

Didn't help at all, wasn't interested in listening to my concerns, prescribed me something which I had to pay for which did not help whatsoever, which I already knew wouldn't help but I stupidly listened.

2023-08-02 09:27:41 [View entire form](#)

Not had an appointment yet still waiting for a fonecall apointment

2023-08-02 09:28:50 [View entire form](#)

Only improve telephone answering time otherwise excellent surgery

2023-08-02 09:29:48 [View entire form](#)

Friendly, quick and very informative

2023-08-02 09:32:24 [View entire form](#)

N/A

2023-08-02 09:32:37 [View entire form](#)

Happy with treatment

2023-08-02 09:39:56 [View entire form](#)

Felt heard and concerns taken seriously.

2023-08-02 09:48:47 [View entire form](#)

Everything was ok ,

2023-08-02 09:51:16 [View entire form](#)

Over the phone is not very reassuring

2023-08-02 09:55:47 [View entire form](#)

This is not whatyou could do better but praise Your service is 2nd to non I don't understand why people complain. Your reception team are always pleasant and curtious I have no problem given details of why I need an appointment. I am suffering from mental health issues andbwas offered a telephone appointment because of this. I doubt this would have been the case if the reception team had not talked to me and had an understanding of my problem

2023-08-02 09:57:34 [View entire form](#)

N/A

2023-08-02 09:58:36 [View entire form](#)

For complex new patients a named dr and a "transfer in" longer apt would be useful. I left my last practice because I hadn't been seen f2f for over 3yrs. I have so many thinks that need chasing up reviewing but every time I book apt there's just not enough time or I'm acutely ill and that needs more time.

2023-08-02 10:24:02 [View entire form](#)

Nothing for now,you people are good

2023-08-02 10:33:56 [View entire form](#)

Appointment and outcome were very satisfactory. A telephone appointment has already been booked for follow-up which is very helpful and am assured of further help if required

2023-08-02 11:03:46 [View entire form](#)

I had an appointment to try and sort my Medication I feel we we're taking at cross purposes and I am still not sorted

2023-08-02 11:10:18 [View entire form](#)

Appointments were running about 40 minutes late but other than that great experience.

2023-08-02 11:21:55 [View entire form](#)

The staff at practice are all professional and helpful.

2023-08-02 12:05:00 [View entire form](#)

Yes can Improve ordering & pointments making, if want go in you can , if want phone you can , if want txt you can get me. To me when ordering on txt then place rings me, to me cant see the point but that my few.

2023-08-02 14:26:01 [View entire form](#)

A predicted window for when the phone-appointment will be would be appreciated. I stayed in until 4.45, assumed I wouldn't get a call and then had to take the call hands-free while driving.

2023-08-02 14:51:17 [View entire form](#)

Waiting time is too long

2023-08-02 17:43:39 [View entire form](#)

N/A

2023-08-02 20:12:46 [View entire form](#)

Nothing

2023-08-02 21:53:06 [View entire form](#)

Felt dismissed and talked down to by the nurse who phoned.

2023-08-03 16:24:48 [View entire form](#)

I was put on telephone consultation after a very long request. I was just asked to monitor my symptoms for many months before I could get a physical appointment.

2023-08-03 17:18:50 [View entire form](#)

My prescription isn't quite right.

2023-08-03 20:46:26 [View entire form](#)

But could be better cause I am still waiting for since Wednesday for my physio picture to come through and still not received them

2023-08-04 05:30:55 [View entire form](#)

The opportunity to make appointments in the future rather than on the day. Previously I have been told I can't do that.

2023-08-04 10:39:27 [View entire form](#)

Improved telephone answering calls better !

2023-08-04 12:45:54 [View entire form](#)

Total lack of empathy in respect of the treatment given by the doctor. One of my main issues was not acknowledged. I feel distressed, as an elderly gentleman I feel that I have lost faith and despite being ill, I am reticent to make further appointments.

2023-08-06 21:46:53 [View entire form](#)

Don't really know as iam happy with treatment

2023-08-23 17:59:30 [View entire form](#)

Hey,vernonstreetandthelanes.co.uk Admin As a small business owner, "be a graphic design expert" probably wasn't what you signed up for. AdCreative.ai takes this process off your hands, giving you incredible wallet-opening ad creatives. Test, test, and test some more the easy way. You'll also get a \$500 Google Ad Credit for signing up! Start your 7-day trial today ->

<https://aismartad.com> Best, James

2023-08-30 14:06:49 [View entire form](#)

Called at 11.30 and got an appt at 3.30 with Dr Anwar. GP was so lovely, explained all my options re medication. Excellent service by all staff and working in primary care I know what a challenge it is at the moment. Well Done!!