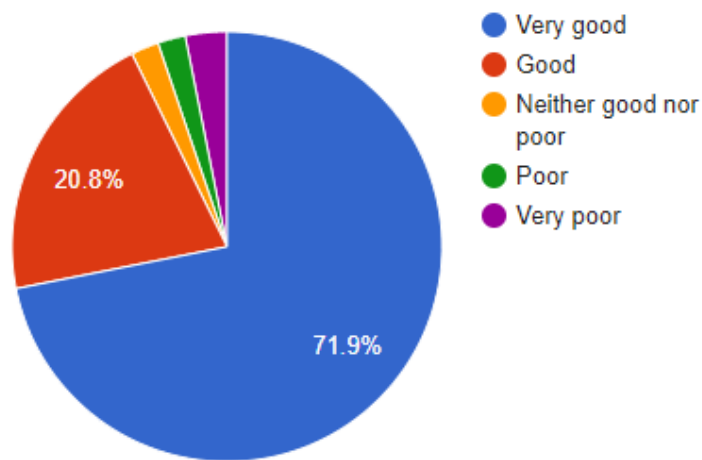


Friends and Family Admin

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

December 2023

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



| Options | Total |
|-----------------------|-------|
| Very good | 69 |
| Good | 20 |
| Neither good nor poor | 2 |
| Poor | 2 |
| Very poor | 3 |
| Don't know | 0 |

Total responses: 96

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

December 2023

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

Free text question. There were 41 responses:

2023-12-09 02:01:39 [View entire form](#)

Hey there, I hope this email finds you well. I wanted to let you know about our new BANGE backpacks and sling bags that just released. The bags are waterproof and anti-theft, and have a built-in USB cable that can recharge your phone while you're on the go. Both bags are made of durable and high-quality materials, and are perfect for everyday use or travel. Order yours now at 50% OFF with FREE Shipping: <http://bangeshop.com> Best Wishes, Mariam

2023-12-13 14:11:35 [View entire form](#)

Seen on time friendly and thorough

2023-12-13 14:12:44 [View entire form](#)

Perhaps when appointments are running late it would be helpful for the receptionist to inform patients in the waiting room because of paying for parking. It would give you the chance to top-up your parking ticket.

2023-12-13 14:21:29 [View entire form](#)

I still haven't received a sick note but my work terminated my contract regardless.

2023-12-13 14:27:00 [View entire form](#)

I'm really happy with the care that I have received. The only thing I would say is that my date of birth has never been checked prior to my consultation.

2023-12-13 14:28:29 [View entire form](#)

Return to the old appointment system. This one is awful.

2023-12-13 14:30:36 [View entire form](#)

Answer the phone quicker

2023-12-13 15:23:06 [View entire form](#)

Phone lines to be open till 8 pm

2023-12-13 16:09:02 [View entire form](#)

Please could you try & give the same day appointment for patients with urgent need & to the children because going to walk-in centre & A& E takes lot of hours waiting

2023-12-13 16:15:49 [View entire form](#)

Nothing

2023-12-14 06:26:16 [View entire form](#)

N/a

2023-12-15 21:55:30 [View entire form](#)

Be more helpful and not just say it's not your responsibility

2023-12-22 11:35:48 [View entire form](#)

The doctor I saw was a registrar he was lovely and sympathetic and listened to me. Unfortunately, 2 nurses, another registrar and a GP didn't. I wish they would realise that some patients over 60 still work and are worth treating, we are not natural wastage!

2023-12-22 11:40:07 [View entire form](#)

Everything was fine used the call back service got an appointment same day no problem here

2023-12-22 11:44:01 [View entire form](#)

The receptionist was so friendly and caring.

2023-12-22 11:49:42 [View entire form](#)

Nothing

2023-12-22 11:49:49 [View entire form](#)

Would like things to go back to what they were before covid

2023-12-22 11:50:12 [View entire form](#)

More people to answer phone

2023-12-22 11:50:34 [View entire form](#)

Good quick service looking forward to having my min/ operation at surgery

2023-12-22 11:54:30 [View entire form](#)

Very professional

2023-12-22 11:55:49 [View entire form](#)

Nothing

2023-12-22 11:56:00 [View entire form](#)

At first appointment, GP wasn't on site as on call visitor. Many of us waiting for GP for nearly an hour and end up with new appointment next day. Second appointment went fine on time but only seen by Nurse instead of GP.

2023-12-22 11:59:49 [View entire form](#)

Seen to promptly. Diagnostic uncertainty dealt with. Medications worked.

2023-12-22 12:02:26 [View entire form](#)

Answer phones more quickly, sometimes waiting 40 mins to a hour

2023-12-22 12:06:48 [View entire form](#)

Please make sure the NHS does not use an AI digital response when people phone in to book an appointment. The one Derby City Council use (Darcy) is designed to drive a person to distraction. The moron(s) who installed D'Arcy should be sacked.

2023-12-22 12:18:45 [View entire form](#)

Not make patients feel like they are a burden and belittling how they feel

2023-12-22 12:35:34 [View entire form](#)

Very friendly and polite staff, seen on time, very good service.

2023-12-22 12:53:45 [View entire form](#)

Treat the patient like a human being not a product I'm just out

2023-12-22 14:21:19 [View entire form](#)

Nothing excellent service as always

2023-12-22 14:37:42 [View entire form](#)

Making more appointments available thanks !

2023-12-22 16:16:48 [View entire form](#)

Make getting an appointment easier

2023-12-22 19:19:12 [View entire form](#)

I am happy with the practice.

2023-12-22 19:23:24 [View entire form](#)

I told the person I saw that I didn't want a certain medication as I knew it wouldn't work only to be told no i have to be given that & then had to rebook an appointment 2 days later as the medication given made me worse like i said it would as it was an issue i had 6 months previously. This made my recovery time longer due to not being listened to when i advised that what i was being prescribed wouldn't work

2023-12-23 08:49:03 [View entire form](#)

Timing please

2023-12-23 09:20:22 [View entire form](#)

When you want to see patient and ask us to ring to make app if no slots available wants us to ring daily to make the app why can't they fit us in later

2023-12-25 00:43:22 [View entire form](#)

Keep up the good work

2023-12-27 16:22:19 [View entire form](#)

Good friendly professional service

2023-12-27 18:14:51 [View entire form](#)

Could send an invitation for NHS health check person over 45 years. I Would like to have an nhs health check booked in .

2023-12-28 18:40:08 [View entire form](#)

Always treated & examined with respect

2023-12-29 11:31:43 [View entire form](#)

Nothing really.

2023-12-30 19:43:09 [View entire form](#)

Nothing