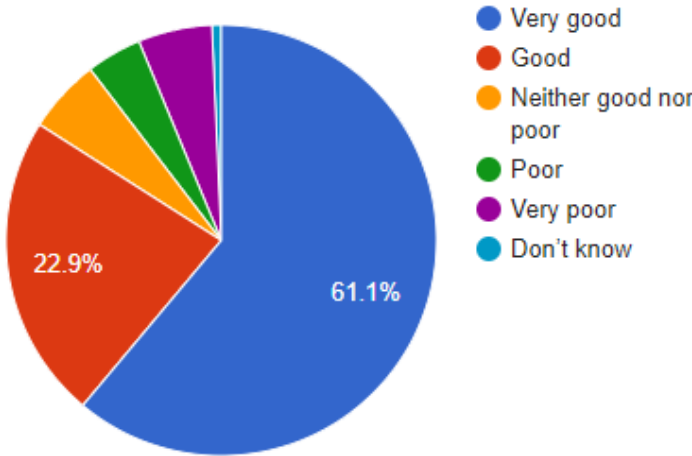


Friends and Family Admin

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

February 2024

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



Options	Total
Very good	88
Good	33
Neither good nor poor	8
Poor	6
Very poor	8
Don't know	1

Total responses: 144

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

February 2024

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

Free text question. There were 62 responses:

2024-02-04 23:34:48 [View entire form](#)

Nothing

2024-02-05 12:34:05 [View entire form](#)

Parking seems to be an issue

2024-02-05 12:36:44 [View entire form](#)

Nothing

2024-02-05 12:56:22 [View entire form](#)

More empathy

2024-02-05 13:01:42 [View entire form](#)

Nothing it's excellent all round

2024-02-05 13:12:02 [View entire form](#)

I feel that you could explain why I keep getting symptoms

2024-02-05 13:18:17 [View entire form](#)

Answer the telephone Totally anacet able to wait up to 30 minutes ,

2024-02-05 13:35:49 [View entire form](#)

It would be very helpful if you had more prebookable appointments. I have limited childcare and calling on the day for an appointment often means I can't be seen. It really limits parents access to healthcare

2024-02-05 14:09:40 [View entire form](#)

Nothing in my view needs to be done better I was treated very well thankyou

2024-02-05 15:57:10 [View entire form](#)

There is nothing you could do better I was treated very well thank you

2024-02-05 15:58:34 [View entire form](#)

Appointment delayed, saw a nurse instead of a doctor who was incredibly patronising and dismissive

2024-02-05 17:06:17 [View entire form](#)

Would be an advantage if appointments could be booked via online system

2024-02-05 18:18:18 [View entire form](#)

Very pleased with my treatment

2024-02-05 18:53:10 [View entire form](#)

Attentive Gp Pre booked app easy

2024-02-06 14:52:27 [View entire form](#)

What is the point of submitting feedback if they are not being reviewed or acted upon or followed up?

2024-02-06 22:53:27 [View entire form](#)

1. Initial visit for my daughter's left ear infection, which was well attended and good. 2. Post 2 days for the right ear, had consulted and said there was an infection and can use the drops, at the same time I requested to have a check whether the left ear became cured or not - but the surgery said that it is ok, need to check at all, not even have a look at the left ear. 3. Again visited again as the right ear wasn't cured, they checked and said it had been reduced to the

previous day, but when I dropped the medicine, it wasn't absorbing and a kind of pus coming out. Still, they didn't suggest any antibiotics and no comments about the discharge from the ear. So the logic of consultation is quite confused nor what the finding or cos of ailment.

2024-02-09 12:57:07 [View entire form](#)

Asthma review done but I had already filled In the on line questionnaire so was not needed a I am all an asthma nurse since then I have had text messages requesting it to be done again on line but I have already filled this in several times

2024-02-12 15:04:37 [View entire form](#)

My experience was very nice.

2024-02-15 09:42:42 [View entire form](#)

They take to answer the call when we call for a appointment They really need to improve thanks.

2024-02-15 20:51:52 [View entire form](#)

Noting

2024-02-16 12:53:18 [View entire form](#)

Put your pati3nts needs first. I asked for extra support for my mental health and was referred to Social Prescribing when I rang to ask about the referral. I was told someone had spoken to me on 14th February, and was told I was under the Mnetal health team and therfore need no extra help from them . I have not spoken to anyone at all and I'm confused this was written on my notes as I have been waiting for this support for a long while as I am struggling with my mental health really badly at the moment. I would.like to official complain and need this looking into as soon as possible. If I did not chase up the referral I would have not have been told this and would still be waiting. If I was under the Mental Health team you at the surgery would be aware of this already as my notes would say this. Please I need this sorting out as I do need this support and what is written on my recored is not correct at all. I am a vulnerable adults with needs this is so unfair. Thank you

2024-02-21 13:27:11 [View entire form](#)

Everything is A1

2024-02-21 13:31:42 [View entire form](#)

Train the reception staff to be polite, was called a liar. Called the following day the same woman answered said I had to call back the following day as no one could help. I called back the same day and a different person answered and could help that day.

2024-02-21 13:37:37 [View entire form](#)

NP had lack of information and argued with me regarding the amount of blood tests I'd had. Three home visits and three blood tests. I now unsure that they was for the reason I was told. My phone appointment response was triaged slower that when I had spoken to the practice regarding a UTI. I have concerns that receptionists answering the calls are filling in the correct

clinical information during the call. I could hear her uncertainty as she was scrolling through.

2024-02-21 13:44:43 [View entire form](#)

Everything is good and thank you

2024-02-21 13:51:43 [View entire form](#)

Nothing I can think of could improve my appointment. The dr who saw me was compassionate, thorough and I didn't feel rushed at all. He took the time to listen and helped with both my issues I came in with. I couldn't be more thankful.

2024-02-21 14:35:01 [View entire form](#)

I really appreciated my daughter being seen on the same day and our concerns being taken seriously, but whoever we saw was not particularly friendly and clearly couldn't wait to be rid of us. I know GPs are busy but I would prefer my 5 year old wasn't made to feel like she is just a drain on someone's time.

2024-02-21 15:59:00 [View entire form](#)

I am currently really concerned that vital things are getting missed at the practice recently. It's taken nearly 2 weeks to do an urgent referral for my child - urgent should be seen at a hospital within 2 weeks according the NHS constitution. I had to chase this numerous times due to the fact he is having collapses of unknown origin & I am seriously worried what could be occurring physically. The healthcare professional we saw had never heard of a 24 hour EEG. The blood results of my vulnerable adult daughter that I have to care for were not dealt with until I messaged and chased it. If I hadn't done that and been a previous medical professional to understand the seriousness of the situation if things were left then that would be very concerning. A vulnerable person would struggle with this. The results on system 1 said satisfactory patient informed - when not & no further action. This is for a person with numerous anomalies on FBC. I'm not exactly sure why these things are occurring - the pandemic was 5 years ago now. And I understand added pressures but it could tip over into dangerous l situations if processes are not in place to prevent this.

2024-02-21 18:55:49 [View entire form](#)

I would like to have had a more thorough examination

2024-02-22 09:56:01 [View entire form](#)

The waiting time for a blood test was too far

2024-02-23 13:05:35 [View entire form](#)

Nothing

2024-02-23 13:09:35 [View entire form](#)

Nothing needed

2024-02-23 13:11:32 [View entire form](#)

Listen to what the patient is saying rather than rush the patient out to get rid of them.

2024-02-23 13:16:01 [View entire form](#)

Very pleased with the service I received thank you.

2024-02-23 13:18:43 [View entire form](#)

My appointment was rescheduled twice as the doctor called my landline and not my mobile. Which caused me stress having to try to call back just to find out about a blood test result.

2024-02-23 13:21:55 [View entire form](#)

I was treated with respect and felt listening to. The doctor was brilliant and made me feel so much better about things. I cannot fault his care, manner or treatment I received.. if only all Dr's were like him

2024-02-23 13:23:07 [View entire form](#)

There was no really support other than here's a website. I need support and that wasn't provided.

2024-02-23 13:25:36 [View entire form](#)

answer the phone

2024-02-23 13:25:37 [View entire form](#)

The reception team can be condescending and difficult to get an appointment

2024-02-23 13:38:45 [View entire form](#)

Make more appointments available

2024-02-23 13:57:30 [View entire form](#)

Receptionist was very abrupt and rude your policy on being respectful should work both ways as the reception is a patients first port of call it greatly reflects on the surgery how the treat patients

2024-02-23 14:14:07 [View entire form](#)

Fire the Govt.

2024-02-23 14:44:02 [View entire form](#)

Happy with the service given, wouldn't recommend any changes

2024-02-23 15:07:20 [View entire form](#)

When ever we call an appointment it's taking so long to answer and they don't care about if baby has fever they said they don't have any appointments left.

2024-02-23 15:35:47 [View entire form](#)

Don know

2024-02-23 15:37:01 [View entire form](#)

Nothing

2024-02-23 16:18:27 [View entire form](#)

Doctor was quite rude. Seemed like he had no idea. Felt like I had to argue to be taken seriously.

2024-02-23 16:19:11 [View entire form](#)

Nothing excellent service

2024-02-23 16:38:41 [View entire form](#)

None come to mind

2024-02-23 17:15:52 [View entire form](#)

It was a little bit late so the wait was a little long.

2024-02-23 17:22:21 [View entire form](#)

I cannot think of anything

2024-02-23 17:56:37 [View entire form](#)

Doctor didn't really know what he was doing. Asked me what I thought the problem was when he's the doctor

2024-02-23 18:21:14 [View entire form](#)

Good

2024-02-23 18:32:02 [View entire form](#)

Everything was great

2024-02-23 18:39:14 [View entire form](#)

Everything was perfect

2024-02-24 09:54:22 [View entire form](#)

Doctor was excellent

2024-02-25 15:20:48 [View entire form](#)

Have more face to face appointments

2024-02-26 10:39:10 [View entire form](#)

Not been 20 minutes late on my appointment

2024-02-26 10:42:55 [View entire form](#)

Asked for an appointment with a doctor but was given one with a nurse practitioner. I came to speak about palpitations. I wasn't examined, a full history (including social history) were not discussed and no blood tests were ordered. There was no discussion about stress or anxiety. Instead I was told to avoid tomatoes and spicy food as 'acid can cause palpitations'. When I questioned this I was told that I could have 'silent reflux' causing the acid. As a doctor I know that this is factually incorrect and I am disappointed that my concerns were not comprehensively reviewed and that incorrect medical information was given. This is unethical and should be followed up.

2024-02-26 21:14:19 [View entire form](#)

To make it easier to see a doctor

2024-02-26 21:51:29 [View entire form](#)

I'm an SEO specialist and was analyzing some websites in your market segment and your site, [vernonstreetandthelanes.co.uk](https://www.vernonstreetandthelanes.co.uk), looks like it could use some SEO services. I work for our parent company, but I think you'll find the resources here are a great place to start. <https://rb.gy/90dnp8> WebWorks SEO offers the full range of Digital Marketing services: Backlinks creation and maintenance Blog articles Website creation and maintenance Web Application creation and maintenance Full On-Page and Off-Page SEO Client Servicing Mobile Application (Android and iPhone) creation and maintenance I hope you find this useful.

2024-02-28 01:06:08 [View entire form](#)

Nothing exactly