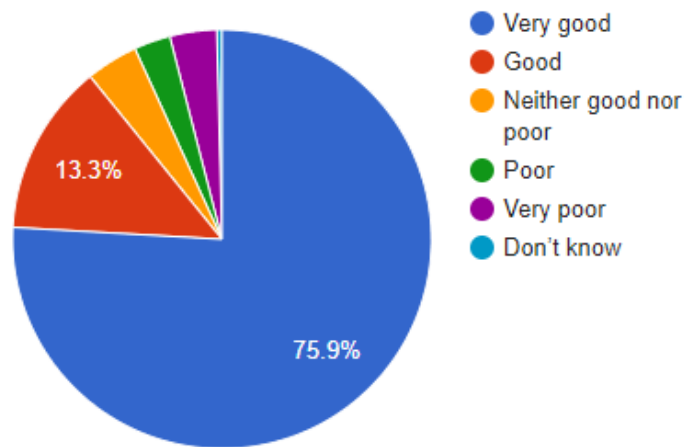


Friends and Family Admin

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

January 2024

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



Options	Total
Very good	189
Good	33
Neither good nor poor	10
Poor	7
Very poor	9
Don't know	1

Total responses: 249

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

January 2024

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

Free text question. There were 100 responses:

2024-01-02 03:24:32 [View entire form](#)

I love your service

2024-01-05 12:24:09 [View entire form](#)

Beef up your internal communications between your disparate bodies

2024-01-05 12:33:34 [View entire form](#)

I always receive warm, friendly efficient service from the surgery

2024-01-05 12:35:32 [View entire form](#)

There's no more you can do.

2024-01-05 12:37:28 [View entire form](#)

Everything is good

2024-01-05 12:56:33 [View entire form](#)

Great as usual, under the circumstances, their all nice there.

2024-01-05 13:22:23 [View entire form](#)

Nothing at the moment. My appointment was punctual and a good meeting with the doctor

2024-01-05 13:38:47 [View entire form](#)

No, it all went very well.

2024-01-05 14:13:12 [View entire form](#)

Appointment system

2024-01-05 15:41:06 [View entire form](#)

To do it the next visit when an appointment is requested. Requested one online to be told to ring... which is then hard to get one when you need a follow up appointment. Aftercare needed. And a bot of politeness from admin staff as its seriously lacking.

2024-01-05 16:06:23 [View entire form](#)

Nothing,A very pleasant Nurse,

2024-01-05 16:30:24 [View entire form](#)

Seen on time and would like to see a Doctor instead of a nurse

2024-01-05 17:19:46 [View entire form](#)

Vm

2024-01-05 19:20:24 [View entire form](#)

Nothing

2024-01-05 22:30:23 [View entire form](#)

Nothing

2024-01-08 15:52:08 [View entire form](#)

I would actually like to feedback on a couple of appointments I had recently as for the one I had on the 21st December (with Ms Bott) I didn't get a link for the feedback. I've had constant headaches which no painkillers help with, constant ear pressure and dizziness since around mid November 2023. All of those symptoms were constantly dismissed every time I complained or tried to get an appointment. Due to feeling very unwell and like passing out all the

time, the stress added to higher BP. I have called 111 several times, ambulance, had an appointment at the walk-in centre, was even to A&E and all of them referred back to GP for a permanent solution. I was finally able to get an appointment at the surgery and saw Mr Barnwell on the 30th November. He was very attentive, listened to all the symptoms and prescribed mometasone nasal spray. I was warned that it might take some time for it to start working. It has to be used only once a day and it did improve issues with nasal congestion. However, it didn't help with headaches, ear pressure and dizziness. So I saw Ms Bott on the 21st December. She did check me, said there was an infection in one year but completely dismissed my headaches and other symptoms. When I asked if it was possible to get a referral to an ENT specialist, she said I didn't need one as she was following the correct ENT procedure. I've tried to explain that I have been suffering from that for quite a long time now and the headaches and ear pressure were not just coming and going, those symptoms were constantly there and the holidays were coming with everything closed. She advised to go to walk-in centre or A&E (where I have already been) if I suddenly have a sharp headache during the holidays. She did prescribe some eardrops which didn't help at all. I have never had experience before where a medical professional was just dismissing the symptoms. I have also wasted quite a lot of time because of her from work. My appointment was at 9:00 am, so that early in the day, you wouldn't expect much delays. She was 20 minutes late (she did apologize for that though and I do appreciate that she might have been just late for work that day). She said she prescribed the eardrops and I can go to the pharmacy to pick them up. All the doctors at this surgery I've been to before who prescribed anything, send it to the pharmacy straight away which she also said she did. I went to the pharmacy and 30 minutes later the prescription was still not there. They advised to go back to the surgery and ask. The lady at reception was extremely helpful and since I couldn't waste any more time off work, she advised they would send me a text when it was ready to pick up. Ms Bott send it almost 2 hours later to the pharmacy! After Christmas holidays the symptoms didn't disappear or became any better, so I had another appointment with a trainee doctor (I believe it was his 1st week at the surgery and his name was Mr Khalil). He tried to be really helpful but couldn't see what the issue was. When I asked if maybe the referral to the ENT specialist would be beneficial, he needed to discuss that with his supervisor. I got a text with the referral the same day. I am very appreciative for that but it can take months to get an appointment and it doesn't look as the referral was marked as urgent. I was left in pain again now for New Year holidays and who knows for how much longer. I can't concentrate at work, I can't do much on a daily basis due to constant pain and dizziness. I have tried different types of painkillers and none of them work, none of them reduce the symptoms even slightly. Upon looking at the symptoms on 111 site, it looks like it can be otitis of the middle ear as I have all of the below symptoms. Symptoms of fluid

buildup may include: • Popping, ringing, or a feeling of fullness or pressure in the ear. • Trouble hearing. • Balance problems and dizziness. • Headaches on one side If I understand it correctly, if the myringotomy is needed, it can be conducted only by the ENT specialist but I don't know when I will be able to get to one and if not treated in a timely manner it can potentially cause some loss in hearing. Is it possible for GP to check that at the surgery and help to reduce or completely get rid of those symptoms, or do I have to suffer for I don't know how long until I can get the appointment with the specialist? And the reason I am saying that it can be a very long time is that I had a referral to the lymphoedema clinic in September 2023 advising to ring them on the 21st December if I don't hear from them and when I did they said that the wait to be seen by the specialist can be up to 12 months as at the time they were calling and offering appointments to those with referrals from August 2022. I can't function, I am physically really unwell on a constant basis, I am on my own, nobody can help me, so if any help can be provided, this will be really appreciated. Can it even be a meniere's disease? Though, it looks like it usually affects only one ear rather than two. I do understand that I personally asked for the referral to the ENT doctor and I've got it but can anything be done to help with the symptoms in the meantime please? Many thanks in advance. P.S. "Poor" score is for the 21st December appointment only. Apologies for leaving a feedback for 3 appointments on one form.

2024-01-09 12:39:44 [View entire form](#)

More appointments

2024-01-09 12:45:03 [View entire form](#)

Doctor could have been more helpful, still non the wiser what the problem is when you come out.

2024-01-09 12:50:22 [View entire form](#)

Dr Abid was very thoughtful and thorough. As always very pleased with the practice and how they manage my care :)

2024-01-09 12:57:58 [View entire form](#)

I visited my doctor for a breast infection but received no treatment, tests or scans. The advice was to try a different bra. As my symptoms worsened, I had to go to the A&E, where antibiotics were prescribed. I feel unheard.

2024-01-09 12:59:31 [View entire form](#)

The nurse I saw was rude and did not listen to the the information I was trying to tell her about my daughters past medical history. She did not explain what to do with the medication. She tipped away my daughters urine sample saying it wasn't enough to send off and she argued with me throughout the appointment

2024-01-09 12:59:39 [View entire form](#)

Nothing, just brilliant and constructive with medical

2024-01-09 12:59:54 [View entire form](#)

All good I was treated with respect & put at ease

2024-01-09 13:01:51 [View entire form](#)

Nothing

2024-01-09 13:09:02 [View entire form](#)

Excellent work

2024-01-09 13:09:29 [View entire form](#)

Dr Jadoon was really caring, helpful and efficient.

2024-01-09 13:16:09 [View entire form](#)

Nothing on this appointment. It was very good

2024-01-09 13:21:19 [View entire form](#)

GP WAS FANTASTIC

2024-01-09 13:43:43 [View entire form](#)

Can't comment because the appointment was cancelled by the surgery rang the surgery but they couldn't give me another one until end of next week

2024-01-09 13:58:18 [View entire form](#)

The ANP dismissed my concern about the risk of scabies to my pregnant wife and 2 year old because the medicine was known to be unavailable. She did not advise that eurax is a readily available off the shelf treatment for scabies as well as an anti itch cream. She advised it could be eczema, which I now think it is but did not advise any course of action to address this

2024-01-09 16:15:06 [View entire form](#)

Nil

2024-01-09 16:46:57 [View entire form](#)

I was able to be next to a phone at exactly 8.30 am in the morning so I was able to get through quickly and so got an appointment with an excellent practitioner. When my ME is really bad I would struggle to do this due to brain fog and probably would not have got an appointment.

2024-01-09 16:49:11 [View entire form](#)

Very helpful staff, got an appointment for my son on the day, didn't wait long to see the Dr, thank you!

2024-01-09 17:25:09 [View entire form](#)

The person I spoke to was harsh and upset me

2024-01-09 18:42:37 [View entire form](#)

Reintroduced making appointments on web site

2024-01-10 09:22:04 [View entire form](#)

There is nothing to improve about dr Sabir he is the best as he listen to the problems patiently otherwise most of I heard it's only 10 mins and I can book another appointment for children which is hard during school time, for other I should say increase the appointment time but nothing to do with dr sabir very happy when I get appointment with him thanks to dr A sabir specially doing feedback for him for his goodness

2024-01-10 10:03:45 [View entire form](#)

None. Happy with the servic

2024-01-10 14:06:03 [View entire form](#)

Good afternoon, I have already submitted feedback on the 8th January earlier this week. Can you please advise how long it might take for it to be reviewed and potentially acted upon? Kind regards

2024-01-10 17:29:51 [View entire form](#)

N/A

2024-01-10 17:32:43 [View entire form](#)

N/A

2024-01-10 19:15:54 [View entire form](#)

N/A

2024-01-10 22:39:06 [View entire form](#)

Nothing.

2024-01-11 14:35:05 [View entire form](#)

Just getting through to speak to someone could be better. You can only ring after 8.30 by which time already a queue is formed and you don't get the appointment so have to go to walkin centre. Even there it's a long wait. It just seems to be a waiting game. Years ago, you just went to the surgery and waited your turn and you always got seen on that day. You may have to wait your turn at the surgery but what is the difference now. You still have to wait....

2024-01-15 09:15:21 [View entire form](#)

When I call during the day, they tell me to call at eight thirty in the morning to make an appointment. When I call at exactly eight thirty in the morning, they say they are full today and they send me to other places. I don't know how to get an appointment from GP, it is very difficult to make an appointment.

2024-01-18 07:23:30 [View entire form](#)

More doctors

2024-01-18 16:14:15 [View entire form](#)

Hi there, I have just verified your SEO on - vernonstreetandthelanes.co.uk - for the current search visibility and saw that your website could use a push. We will enhance your ranks organically and safely, using only state of the art AI and whitehat methods, while providing monthly reports and outstanding support. If interested. May I send you a quote/package/proposal? Regards, Brianna Cruz Business Development Executive

2024-01-19 10:43:14 [View entire form](#)

Surgery staff always helpful and kind. Very good GP practice. A credit to the NHS.

2024-01-19 10:44:48 [View entire form](#)

No Dr was very good for what was a telephone appt

2024-01-19 10:49:23 [View entire form](#)

Nothing

2024-01-19 10:51:51 [View entire form](#)

Everything ok

2024-01-19 11:00:01 [View entire form](#)

Well the service was great but I suffer from macular degeneration and it is very difficult to pick out the traffic lights in the im not a robot security feed

2024-01-19 11:00:48 [View entire form](#)

Friendly helpful staff

2024-01-19 11:07:49 [View entire form](#)

Not waiting 1.30hrs for the call to be answered.

2024-01-19 11:08:56 [View entire form](#)

BP not checked when it had been high previous visit. Assumed I had chest pain when I was trying to say lung pain is at the back. Still no better. Throat not checked eve. When I said it was red raw. No advise as to what it could be.

2024-01-19 11:12:08 [View entire form](#)

No problems with GP. Just wish blood t

2024-01-19 11:17:02 [View entire form](#)

I can't say anything wrong as my appointment was on time. I was only there about 10 minutes and I was out.. Thank you. Keep it up

2024-01-19 11:47:29 [View entire form](#)

No on this occasion appointment made at 1030 and seen within 4 hours

2024-01-19 11:52:17 [View entire form](#)

No, the service was excellent from this doctor. He explained everything in detail and had an excellent bedside manner making me feel comfortable

2024-01-19 11:56:49 [View entire form](#)

Keep being good

2024-01-19 12:06:36 [View entire form](#)

Excellent service thank you

2024-01-19 12:13:54 [View entire form](#)

Get someone who can do the job first time rather than someone who is learning. This is 2 visits out of 2 when someone has not been able to get blood. This is on top of the previous nurse not sending prescription to chemist. 3 poor visits on the run to Vernon St so improvements still required.

2024-01-19 12:17:39 [View entire form](#)

Please keep update recent test results and make sure repeat testing put in place for the next test.

2024-01-19 14:14:04 [View entire form](#)

The doctor calls almost straight away! Very easy to talk to and compassionate

2024-01-19 21:57:40 [View entire form](#)

Very happy with this practice.

2024-01-21 07:46:27 [View entire form](#)

Excellent service

2024-01-22 08:35:39 [View entire form](#)

I was very happy with the result

2024-01-22 09:15:55 [View entire form](#)

Good Morning I wanted to reach out and let you know about our new dog harness. It's really easy to put on and take off - in just 2 seconds - and it's personalized for each dog. Plus, we offer a lifetime warranty so you can be

sure your pet is always safe and stylish. We've had a lot of success with it so far and I think your dog would love it. Get yours today with 50% OFF: <https://caredogbest.com> FREE Shipping - TODAY ONLY! To your success, Kandis

2024-01-22 12:45:05 [View entire form](#)

N/A

2024-01-22 12:52:44 [View entire form](#)

N/A on this occasion

2024-01-22 12:53:35 [View entire form](#)

Debbie even offered me my flu jab. This lady is so pleasant

2024-01-22 12:57:54 [View entire form](#)

Nothing it was fine.

2024-01-22 12:59:01 [View entire form](#)

Allow me time to talk about my other related issues rather than speed me out the door

2024-01-22 13:03:52 [View entire form](#)

We haven't gotten feedback on the ENT appointment for my son's breathing issues. The Dr was great though. But we still don't have the appointment.

2024-01-22 13:08:28 [View entire form](#)

Completely different doctor who I'd never seen before. Didn't know my history and couldn't answer my question about having shingles vaccine

2024-01-22 13:11:03 [View entire form](#)

More appointments

2024-01-22 13:39:19 [View entire form](#)

The doctor was kind trying to help having into account their stressful job, he was patient focused doctor

2024-01-22 15:06:28 [View entire form](#)

Massively appreciated your responses

2024-01-22 17:25:01 [View entire form](#)

Keep appointment times

2024-01-22 17:35:47 [View entire form](#)

Do have problems sometimes when I want an appointment

2024-01-22 17:36:53 [View entire form](#)

Doctor was very thorough, so there was nothing Dr A could do better

2024-01-22 21:08:07 [View entire form](#)

The Dr was excellent gave me time to discuss and I felt he was interested

2024-01-22 23:16:38 [View entire form](#)

It took me over a week of ringing every day to get a telephone appointment and after approximately two minutes on the phone the GP told me to go to A & E for an emergency MRI. Whilst I was waiting two other patients said they too had been referred by a GP from the same surgery for an MRI. We all arrived within fifteen minutes of each other and although I was first to arrive I was last to leave after thirteen and a half hours. I spoke briefly to the Orthopaedic registrar at 22:30 and she said she would come a speak to me about

discharging me with a follow-up appointment in orthopaedic outpatients but at 00:15 she sent a message via a nurse to say she was too busy to come and talk to me about the results of the MRI and I should go home. No discharge letter, no follow-up on no idea of what the MRI showed after thirteen and a half hours of sitting on a hard metal chair with no food or drink!

2024-01-23 11:43:58 [View entire form](#)

Have appointments to see a Dr at the surgery, it took me 6 weeks to get to see one.

2024-01-23 17:14:20 [View entire form](#)

I've already recently said this. Blood tests at the Surgeries would be very helpful. They used to be done there, I do remember.

2024-01-24 15:53:22 [View entire form](#)

I couldn't think on this occasion as it was very good

2024-01-24 19:17:05 [View entire form](#)

With the health servicing being in the state, I think that we do that we are doing very well . The doctor I saw was excellent made me feel like I mattered

2024-01-25 14:36:34 [View entire form](#)

The service I received was good the doctor who I saw was excellent and I hope I do get the chance to see him again. The whole experience of my consultation was very positive. Hope he never leaves the practice. The only thing I would say is that the receptionist was not friendly her tone was very harsh. Infact I am rather hoping she speaks friendlier to patients on first contact because it makes a huge difference to patients.

2024-01-30 13:14:14 [View entire form](#)

Nothing really

2024-01-30 13:17:25 [View entire form](#)

it is difficult to schedule appointments, either online or by phone. Do you feel there are enough same-day or urgent appointments available? Is there a good mix of in-person and virtual appointments?

2024-01-30 13:20:03 [View entire form](#)

Don't feel heard, and feeling dismissed

2024-01-30 13:21:37 [View entire form](#)

Think we probably should have had antibiotics initially. Avril Edmondson ended up in hospital with pneumonia

2024-01-30 13:27:53 [View entire form](#)

Noting

2024-01-30 13:30:24 [View entire form](#)

Getting an appointment is sometimes difficult.

2024-01-30 13:36:49 [View entire form](#)

Nothing at all

2024-01-30 14:39:39 [View entire form](#)

All good

2024-01-30 14:46:12 [View entire form](#)

Getting appointments is very difficult

2024-01-30 15:22:03 [View entire form](#)

I'm happy with the service I receive.

2024-01-30 18:53:25 [View entire form](#)

excellent and efficient service

2024-01-30 19:27:36 [View entire form](#)

Medicine prescription should reflect fast at the pharmacy

2024-01-31 08:42:04 [View entire form](#)

Make it easier to get appointment