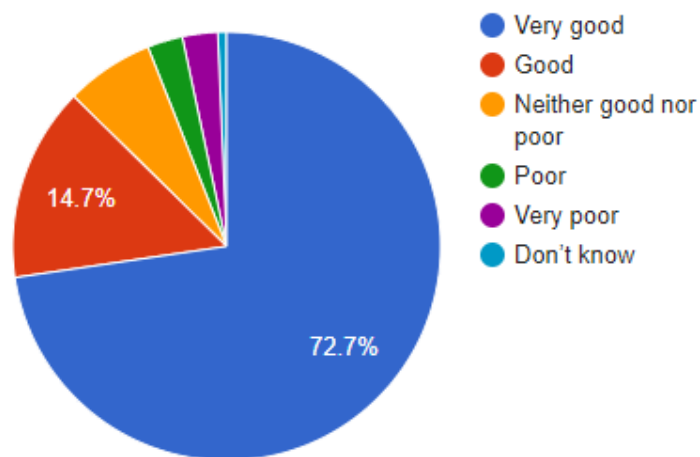


Friends and Family Admin

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

July 2023

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



Options	Total
Very good	109
Good	22
Neither good nor poor	10
Poor	4
Very poor	4
Don't know	1

Total responses: 150

Whenever I actually get to see anyone at the surgery the service I receive is excellent. Getting an appointment is near impossible. Please make appointments available online again as they were pre pandemic. It really would take some of the worry out of what is already a stressful experience.

NHS Friends and Family Test - Patient Feedback

July 2023

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

Free text question. There were 59 responses:

2023-07-03 14:17:39

You run a fantastic practice. Thank you for getting us an appointment for our baby so quickly.

2023-07-03 14:19:06

Nothing, as usual Dr was kind, understanding, compassionate and caring .

2023-07-03 14:34:59

Change the way we request a doctors appointment it is very frustrating.

2023-07-03 14:37:46

Mum had a telephone appointment. The areas made quickly, the call arrived nice and early, Mum was really pleased. Thank you!

2023-07-03 14:48:47

I.have done it.not getting any help to understand my problems.

2023-07-03 14:50:48

Nothing

2023-07-03 14:51:01

Dr Watkins has always been an amazing and understanding doctor. She's a credit to the surgery. I have a chronic condition so use yhe GPS a lot and I've always found all staff to be kind and helpful. I am very grateful to have Vernon and the lanes as my doctors.

2023-07-03 14:57:27

Your doing great under very dificult circumstances with all the pressure in the NHS. Thank you.

2023-07-03 15:07:36

I have delayed seeking help due to the difficulty getting an appointment until my problem worsened significantly. I know this is a UK wide problem. The care I received was excellent.

2023-07-03 15:08:45

Look at medication and history before saying no, I came very depressed and really needed help to be told this is a blip in road and can't help which made me worse, for the doctor to ring be back one hour later to say I have looked at your medication and we can up it.

2023-07-03 15:23:03

Nothing for now Thanks

2023-07-03 16:12:48

Hard to imagine there's anything better the practise could have done - impeccable treatment

2023-07-03 17:18:00

I am always satisfied with the service I get.

2023-07-03 19:04:29

Excellent thank-you

2023-07-04 15:47:40

The race to get appointments daily at 8.30 should be changed..It's so difficult

2023-07-04 19:09:21

So far I'm happy

2023-07-05 18:17:51

I have not received my Urine test results

2023-07-10 13:47:29

The qew

2023-07-11 15:01:12

Doctors back in the surgeries - we can't have doctors working remotely that's not their job.

2023-07-11 15:01:34

I cart think of anything to improve on I was completely satisfied with the level of service from the reception to seeing the doctor

2023-07-11 15:24:12

I'd love to be able to walk in to the surgery and book an appointment again!

2023-07-11 15:29:59

Keep to time, but I was only 10 minutes late in .Also I prefer to have a thorough consultation rather than worry about that.

2023-07-11 15:37:23

Appointments were running behind schedule, adding catchup breaks would help with time management.

2023-07-11 15:54:55

I wanted to discuss issue relating to initial issue but was cut off , it would have taken a few mins , feels like winning the lottery to get a actual appointment and then be told to make another i

2023-07-11 15:55:45

Don't understand what I am saying as I struggle with my learning disabilities

2023-07-11 15:59:03

Pain killing injection

2023-07-11 16:00:23

Doctor was great, receptionist was rude

2023-07-11 16:10:12

Have appointments. Treat patients. Make better excuses than Covid for the almost complete lack of care.

2023-07-11 16:11:08

Nothing excellent service

2023-07-11 16:13:54

Not at the moment

2023-07-11 16:16:27

Nothing

2023-07-11 16:19:19

The quality was always there

2023-07-11 16:28:04

I think Dr Mike has a brilliant manner. I always feel well looked after in his care. He was very thorough.

2023-07-11 16:33:52

Appointment time stated as 08:40. I called at 09:40 to be told, "Oh no, there's no time on the appointment - you just have to wait for the call which could be anytime today!" (1) I was not clearly informed of this when I made the appointment and (2) I feel that - even in these busy times - this is a completely unreasonable expectation on your part. The actual interview was fine, good conversation; tedious discovery that I needed more than just a review but a full annual MOT (no problem with that but, again, not what I had been led to expect and, of course, lengthy phone-call required to make the MOT appointment and even then could only make half of the appointment because the computer system could not reach into the future past the first appointment). Alas, my specific drug request-capability that initiated the contact was NOT enabled (as advised in interview) so I then had to make another contact with the surgery to request a special order. Remembering that any phone-call takes at-least half an hour of patient-time, this boils down to a lot of time-wasting on both our parts that a bit of clarity and management would have avoided.

2023-07-11 17:34:17

Took me days to get an appointment.

2023-07-11 17:48:32

Nothing

2023-07-11 18:16:51

None

2023-07-11 18:30:25

I wasn't given a delivery bag for posting samples

2023-07-12 08:07:19

When possible for more appointments to be available and not wait so long to get one

2023-07-12 10:48:23

Lovely

2023-07-12 13:26:36

was very happy with my appointment

2023-07-16 06:10:47

New Multifunction Waterproof Backpack The best ever SUPER Backpack: Drop-proof/Scratch-resistant/USB Charging/Large capacity storage 50% OFF for the next 24 Hours ONLY + FREE Worldwide Shipping for a LIMITED time Buy now: <https://thebackpack.co> Thank You,

2023-07-21 15:18:05

N/A

2023-07-21 15:25:09

Nope, you should know

2023-07-21 15:25:33

No. All good. The nurse practitioner was thorough, knew her stuff and professional yet not too formal. I would be happy to employ someone like her in my practice.

2023-07-21 15:26:59

Make it easier to book appts. I called at 8:30 on the dot and still had to wait till 9:10 to get my appt, and that appt was one of the last of the day. The service I received from the receptionist and from Dr Sabir

was fantastic and I really appreciate all the staff, I just wish it was easier to get an appointment. I am seeking an ADHD diagnosis and remembering to try and call when I also work full time makes it very difficult.

2023-07-21 15:31:44

Very good

2023-07-21 15:36:01

It was a telephone appointment

2023-07-21 15:46:47

Perhaps provide an email link in case I had last minute delay or something. Possibility to change last minute to telephone so not to waste appoint.ent

2023-07-21 15:54:57

Only to have the lift working - otherwise everyone was very caring and kind and the service was amazing

2023-07-21 16:32:45

The practitioner was very nice and listened to me. Very happy.

2023-07-21 16:48:14

Not sure why I was there,

2023-07-21 17:47:06

All staff at the surgery are helpful and supportive of people's health needs. Excellent care.

2023-07-21 18:10:41

Iv been at your other practice in town this one was so much better the nurse was wonderful and gave me more information than I would have expected

2023-07-21 19:33:24

Refer patient,for operation, not tell them most, my patients go private, for bunion operation!! I'm on universal credit, so going private, is not an option, so am I just got to live with it???

2023-07-22 08:41:10

Being referred to 111 and then referred back to my surgery in order to then be added to a list to see a clinician for an urgent but non emergency condition seems a bit 'box ticky'? However, I do understand the pressures placed on the service by patient numbers.

2023-07-22 18:26:27

Absolutely amazing. Listened to everything I had to say. Was very gentle when checking my ears. Took her time with everything and never felt rushed. Didn't want to just palm me off with pain relief like my old doctor's surgery, wanted to get to the route of the problem.

2023-07-23 23:18:05

The appointment went perfectly

2023-07-24 06:13:08

Couldn't have been more helpful