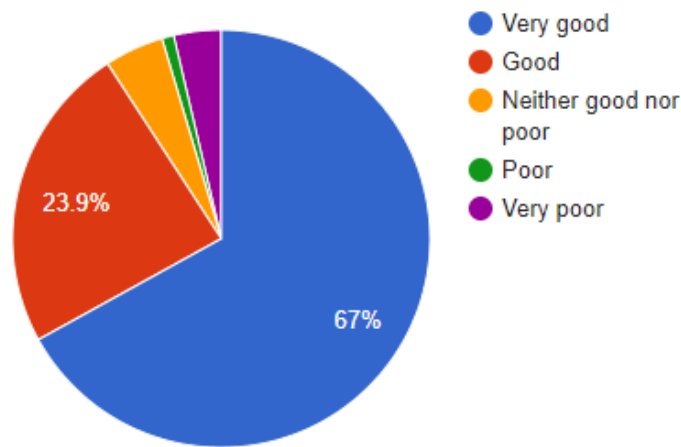


Friends and Family Admin

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

June 2024

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



Options	Total
Very good	73
Good	26
Neither good nor poor	5
Poor	1
Very poor	4
Don't know	0

Total responses: 109

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

June 2024

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

Free text question. There were 40 responses:

2024-06-19 09:33:38 [View entire form](#)

Please let people know where they are in the telephone cue, thus giving us the option to wait or not. The option to get a call back is only convenient if you don't have other commitments. Thanks

2024-06-19 09:40:51 [View entire form](#)

I was very happy with my phone appointment.

2024-06-19 09:42:08 [View entire form](#)

My experience was perfect I'm not sure how you could improve on it.

2024-06-19 09:42:37 [View entire form](#)

Making a Phone appointment could be improved not having to call from 8.30 is frustrating.

2024-06-19 09:48:14 [View entire form](#)

Everything

2024-06-19 09:53:17 [View entire form](#)

Replies to your messages should be allowed!

2024-06-19 09:55:36 [View entire form](#)

I appreciate the Surgery always trying to help when you feel not well

2024-06-19 10:03:28 [View entire form](#)

N/A

2024-06-19 10:05:23 [View entire form](#)

Nothing

2024-06-19 10:07:29 [View entire form](#)

Someone called me but had no phone connection . No one is on other line.then Never called me back again. Basically, the appointment did not happened.

2024-06-19 10:09:18 [View entire form](#)

The doctor was very sensitive and informative.

2024-06-19 10:12:36 [View entire form](#)

I just want to say that Dr write was amazing, I had a phone call with her and she got me in to see her straight away. Thank you so much.

2024-06-19 10:12:42 [View entire form](#)

doctor was looking at the wrong patient notes and was talking to me about something i am not experiencing. he was g very clear in outlining the next steps.

2024-06-19 10:25:39 [View entire form](#)

Thanks for the quick response

2024-06-19 10:36:36 [View entire form](#)

The doctor was very understanding and gave me time to explain my reason for visit , also got me an xray and physio to get to the bottom of my ailment , so keep this doctor at the lanes , excellent attention

2024-06-19 10:37:16 [View entire form](#)

Reading up on patient before they walk in for there 10 MINUTES APPOINTMENT!!

2024-06-19 10:39:21 [View entire form](#)

Enable booking of appointments through an app.

2024-06-19 10:40:13 [View entire form](#)

Because I felt what I had come for was being done

2024-06-19 10:42:54 [View entire form](#)

Took too long waiting for a call back only to be told there was no space

2024-06-19 10:55:46 [View entire form](#)

Try and shorten the time for getting through to the surgery jf possible

2024-06-19 11:11:47 [View entire form](#)

Unable to say any improvement my experience was good from booking my appointment to seeing the gp. Thank you x

2024-06-19 11:12:51 [View entire form](#)

Very pleased

2024-06-19 11:14:58 [View entire form](#)

Improve waiting room

2024-06-19 11:23:34 [View entire form](#)

Doctor was late seeing me

2024-06-19 12:32:03 [View entire form](#)

Nothing ,you all do a grand job

2024-06-19 13:42:38 [View entire form](#)

Dr. Sabah Jadoon has been very professional and displayed empathy to me whenever I have an appointment with her. Keep up the good work!

2024-06-19 14:09:28 [View entire form](#)

If you attend an appointment at the surgery and you need to be seen for another appointment, you should be able to make that at the surgery whilst you are there instead of having to try to make a booking by phoning at 8am on another day. It's a nightmare trying to get through, and by the time you get through the slots are full you have to wait another day to try again - and so on

...

2024-06-19 14:34:21 [View entire form](#)

Considering how much pressure the N.H.S. has been subjected to these last 14 years, I have no complaints whatsoever regarding the service provided by Vernon Street Medical Centre.

2024-06-19 14:59:41 [View entire form](#)

To have the facility's online to book gp appointments

2024-06-19 16:26:39 [View entire form](#)

Still have problems sometimes to get an appointment

2024-06-19 16:48:57 [View entire form](#)

Reintroduced of on line booking for appointment

2024-06-19 17:04:45 [View entire form](#)

I had a good experience, therefore nothing could have been better

2024-06-19 21:12:10 [View entire form](#)

N/A

2024-06-20 06:18:43 [View entire form](#)

GP is great. I wish there was more parking spots (The Lanes) though.

2024-06-20 18:06:02 [View entire form](#)

It is all very good

2024-06-20 18:11:46 [View entire form](#)

I was given a quick appointment and there were no delays. The doctor reviewed my medication and now I feel much better.

2024-06-21 08:56:39 [View entire form](#)

Doctor explained everything clearly and was very helpful

2024-06-21 17:59:01 [View entire form](#)

My appointment at the practice was on the 13/06/24. The gp (registrar) should've phoned the hospital in advance of me going there. Instead, I found that she hadn't let them know and she didn't let me know either. So I was wandering in great pain to numerous departments to be told they knew nothing of me then, after phoning the surgery, being told by the practice receptionist that the gp (registrar) may not call me back to sort out her own error as she was on call! She did call me back and she said she would ring me when she'd got through to the Same day emergency case department. Within 4 minutes she called me back to say they were expecting me. I was eventually admitted to hospital and am still in with suspected heart failure. This upcoming GP needs to focus on her patients more and do what she is supposed to do! Also get the receptionists trained properly. If a Doctor cocks up they should damn well apologise!

2024-06-24 19:04:28 [View entire form](#)

Appointment arranged quickly.

2024-06-25 10:22:28 [View entire form](#)

I'm not sure how to access my prescription as the doc said he has sent it to all chemists. Do I just walk in to any chemist and tell them my name and address?