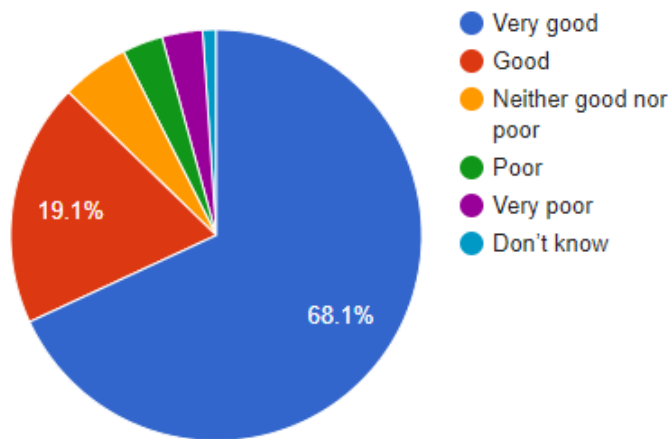


Friends and Family Admin

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

March 2024

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



Options	Total
Very good	64
Good	18
Neither good nor poor	5
Poor	3
Very poor	3
Don't know	1

Total responses: 94

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

March 2024

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

Free text question. There were 42 responses:

2024-03-03 15:45:39 [View entire form](#)

The doctor was amazing but sadly this isn't always the case, sadly it all depends on which doctor you see .

2024-03-04 11:19:26 [View entire form](#)

Given me some information about what my requirements

2024-03-04 11:24:54 [View entire form](#)

The wait to go to the ward took about 3 hours but I can't fault my session

2024-03-04 11:29:54 [View entire form](#)

I was fine with the time I was given, the day before at the lanes was very rushed!!!

2024-03-04 11:33:43 [View entire form](#)

The lanes was very rushed Verongate was lovely, she took her time Lovely.

2024-03-04 11:34:30 [View entire form](#)

Not make the discussion so rushed.

2024-03-04 11:46:09 [View entire form](#)

Dr same we was very helpful and provided me very good service

2024-03-04 11:53:55 [View entire form](#)

Time of phone call and waiting to arrange another

2024-03-04 11:54:08 [View entire form](#)

First option of walk-in centre wasn't appropriate but the Receptionist managed to find me an appt with the nurse practitioner

2024-03-04 11:54:33 [View entire form](#)

Wasn't notified of 25minute delay which affected my work meetings. I could have notified employer if I was made aware of delays at time of arrival. Other surgeries do this when appointments run behind. Symptoms weren't evaluated on the long term basis, no investigations or real advice almost felt invalidated and felt I'm supposed to just try and cope each day with things that are not normal and having a huge impact on my day to day living. Since appointment things have gotten severely worse and was told to just call 111 if anything changes. This could have been prevented if actual full investigations were completed at the start. It's very hit and miss depending on the person you get to see with one particular person always seeming not to care and just wants you gone. Makes you feel like you are nothing and it was pointless trying to seek medical advice.

2024-03-04 11:55:20 [View entire form](#)

I phoned at 8.30? and the message said all the appointments were full for that day please call again tomorrow at 8.30, i tried Vetnon Street and used the call back service and did get an appointment but wasn't really happy when i got there and wasn't seen by my Doctor?? I just felt a bit fobbed off!

2024-03-04 12:14:23 [View entire form](#)

I was asked for a urine sample and after the third attempt to leave it at the surgery, they have no record of the doctor asking for it?

2024-03-04 12:49:18 [View entire form](#)

Amazing work

2024-03-04 13:17:13 [View entire form](#)

Having 6 chronic health conditions it would be good to have chronic health appt/clinic with a named gp. It's very difficult to see the same gp when you are only able to book emergency appointments. gp which are longer than an emergency apt. Having a named gp when you have so many issues means that there is better understanding and the patient doesn't have to explain EVERYTHING again. With the best will in the world there's no way a gp can scan a detailed record in 10mins apt

2024-03-04 16:34:17 [View entire form](#)

On hold for 47 minutes, trying to book an appointment. The day before, couldn't even get into the queue

2024-03-04 16:47:52 [View entire form](#)

Listened to my concerns and was very helpful

2024-03-04 18:18:32 [View entire form](#)

Excellent consultation by Lynn Bott

2024-03-04 18:47:28 [View entire form](#)

Nothing on this occasion. The doctor was very good and my wife had antibiotics to finally get rid of the infection that had put her In hospital with pneumonia. Thank you.

2024-03-04 19:56:36 [View entire form](#)

Phone appointment take more than hour then you don't get appointment

2024-03-04 20:56:44 [View entire form](#)

I feel that all was good thank you

2024-03-04 21:19:45 [View entire form](#)

Make a better waiting room fresh air coming .in to stuffy

2024-03-04 22:02:38 [View entire form](#)

No comments about the visit.

2024-03-05 09:41:26 [View entire form](#)

The thing would be allowed more time, because you always have more to talk to the GP about. I do appreciate the GP's time is limited.

2024-03-06 07:38:47 [View entire form](#)

Hello vernonstreetandthelanes.co.uk Owner! my name is Eric and I'm betting you'd like your website vernonstreetandthelanes.co.uk to generate more leads. Here's how: Web Visitors Into Leads is a software widget that's works on your site, ready to capture any visitor's Name, Email address and Phone Number. It signals you as soon as they say they're interested – so that you can talk to that lead while they're still there at vernonstreetandthelanes.co.uk. Web Visitors Into Leads – CLICK HERE <https://rushleadgeneration.com> for a live demo now. And now that you've got their phone number, our new SMS Text With Lead feature enables you to start a text (SMS) conversation – answer questions, provide more info, and close a deal that way. If they don't take you up on your offer then, just follow up with text messages for new offers, content links, even just how you doing? notes to build a relationship.

CLICK HERE <https://rushleadgeneration.com> to discover what Web Visitors Into Leads can do for your business. The difference between contacting someone within 5 minutes versus a half-hour means you could be converting up to 100X more leads today! Try Web Visitors Into Leads and get more leads now. Eric PS: The studies show 7 out of 10 visitors don't hang around – you can't afford to lose them! Web Visitors Into Leads offers a FREE 14 days trial – and it even includes International Long Distance Calling. You have customers waiting to talk with you right now... don't keep them waiting. CLICK HERE <https://rushleadgeneration.com> to try Web Visitors Into Leads now. If you'd like to unsubscribe click here

<https://rushleadgeneration.com/unsubscribe.aspx?d=vernonstreetandthelanes.co.uk>

2024-03-06 15:57:01 [View entire form](#)

To help people when they need because I don't receive any help from you what I ask for many times

2024-03-08 11:48:31 [View entire form](#)

Introducing a revolutionary solution to transform the way you manage bookings and appointments for your local business! Are you tired of the hassle of manual scheduling, missed appointments, and unhappy customers? Look no further! Our comprehensive booking and appointment management system offers the perfect solution to streamline your operations and boost your business's efficiency. With our dedicated hosting package starting from as little as £18 per month, you can enjoy seamless access to our powerful booking platform, tailored specifically to meet the needs of local businesses like yours. Say goodbye to overbookings, missed appointments, and administrative headaches. Our system offers real-time availability updates, automated reminders, and easy rescheduling options, ensuring that your schedule stays organized and your customers stay satisfied. But that's not all! We understand that transitioning to a new system can be daunting, which is why we're offering a special setup package for just £1,299.00, with an exclusive 50% discount on all first orders. Our expert team will handle the setup process from start to finish, ensuring a smooth transition and minimal disruption to your business operations. Here's what you can expect from our solution: Dedicated hosting for optimal performance and reliability User-friendly interface for easy booking and appointment management Customizable booking forms to fit your business's unique needs Seamless integration with your existing website and social media platforms Real-time reporting and analytics to track performance and identify areas for improvement Don't let outdated booking systems hold your business back. Upgrade to our cutting-edge solution today and watch your bookings soar! Take advantage of our special offer and experience the difference for yourself. Contact us now to learn more and claim your exclusive discount! find us at savvywp.io

2024-03-08 15:00:00 [View entire form](#)

I'm not quite sure which appointment you are referring too? The GP and Nurse were great. However I am extremely disappointed with a call that I had from Lyn telling me to stop HRT immediately due to raised blood pressure. I wasn't asked anything about weight, sleep, stress etc. or the positive impact that HRT was having on my life or with these issues. Some also say that HRT can in fact lower blood pressure. I feel it was very irresponsible and unsympathetic to tell me to stop like that.

2024-03-15 11:13:02 [View entire form](#)

Allow patients to make appointments at the reception desk

2024-03-15 11:29:07 [View entire form](#)

Nothing all good

2024-03-15 12:31:03 [View entire form](#)

Listen to patients with reoccurring medical issues and refer to specialist

2024-03-15 12:34:30 [View entire form](#)

Perhaps the lady seeing to me having more repore with me

2024-03-15 13:18:15 [View entire form](#)

Nothing excellent service

2024-03-16 13:17:15 [View entire form](#)

Always great service at my Surgery Always feel looked after thank you

2024-03-16 15:50:02 [View entire form](#)

Very friendly

2024-03-17 20:19:47 [View entire form](#)

N/A

2024-03-20 11:09:19 [View entire form](#)

Best service I have received in a long time thank you

2024-03-21 11:52:31 [View entire form](#)

I am quite happy

2024-03-21 11:53:27 [View entire form](#)

I am quite Happy Thank You

2024-03-21 22:48:53 [View entire form](#)

Nothing

2024-03-22 17:37:27 [View entire form](#)

It's not the nurses or doctors, it's trying to make appointments. I have recently had devastating news that I have prostate cancer. It's hard trying to get my head around that, but every time I have phoned or called in to make appointments with regards to treatment, which have a time scale given by the hospital. I find it a battle all the time to make these appointments., I wished I didn't have to make these and all is well but unfortunately at present I do need to see a doctor or nurse. I am not a person that ever gives feed back but I feel it's time I need to shout up.

2024-03-25 15:19:13 [View entire form](#)

Nothing