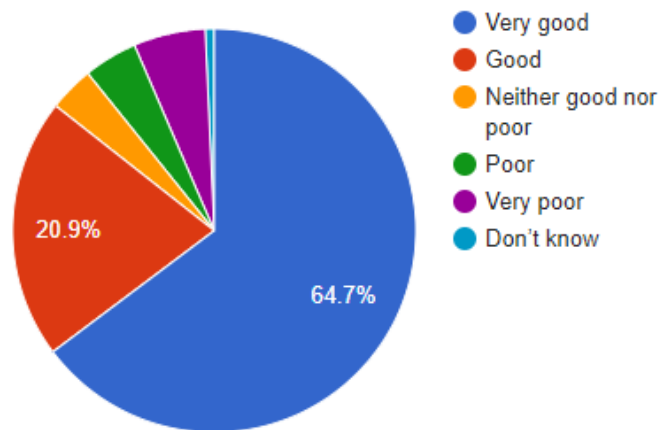


# Friends and Family Admin

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

May 2024

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



Options	Total
Very good	90
Good	29
Neither good nor poor	5
Poor	6
Very poor	8
Don't know	1

Total responses: 139

# Friends and Family Admin

## NHS Friends and Family Test - Patient Feedback

May 2024

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

Free text question. There were 62 responses:

2024-05-01 09:29:59 [View entire form](#)

Give an extra 5 mins if doctors are falling behind with their appointments

2024-05-01 11:05:12 [View entire form](#)

Minimising delays from the time of appointment to the time patients are attended to

2024-05-01 11:08:19 [View entire form](#)

No improvement needed

2024-05-01 11:20:21 [View entire form](#)

Getting appointments

2024-05-01 11:20:38 [View entire form](#)

This appointment was good, I got answers to my questions and felt like my problems mattered.

2024-05-01 11:28:22 [View entire form](#)

Still not got to the bottom of the pain down my right side it never got checked at all I wanted an ultra sound on my side

2024-05-01 12:21:39 [View entire form](#)

More air circulation far to stuffy

2024-05-01 12:32:36 [View entire form](#)

Nothing very efficient

2024-05-01 12:33:53 [View entire form](#)

Obviously, the system of booking appointments where everyone is trying at the start of the day and appointments are all booked more or less immediately needs changing so that afternoon appointments can be attempted in the afternoon perhaps?

2024-05-01 12:39:53 [View entire form](#)

Attitude of female NP poor, discriminatory, uncaring, unbothered

2024-05-01 12:40:37 [View entire form](#)

Not really

2024-05-01 12:56:20 [View entire form](#)

Most of the time you do get taken on your appointment time .and the do tor was very efficient

2024-05-01 13:19:14 [View entire form](#)

All the team helpful and put me at ease.

2024-05-01 15:31:42 [View entire form](#)

Spend more time as questions asked by me, where not answered

2024-05-01 16:24:18 [View entire form](#)

Would of like to see my own doctor because she knows all about me medical

2024-05-01 17:04:22 [View entire form](#)

Give people appointments

2024-05-01 21:20:09 [View entire form](#)

Couldn't fault the experience.

2024-05-01 22:31:17 [View entire form](#)

I am disabled with no transport!

2024-05-02 05:54:58 [View entire form](#)

Nothing. Really happy with the care, attention and approach of the Dr.

2024-05-04 14:21:59 [View entire form](#)

Appointment booking

2024-05-06 21:29:35 [View entire form](#)

Visit twice last week complaining about my severe cough and fever and both of the time send home and told I've got viral.... And following day I've decided go to walk in centre as I couldn't trust my Gp anymore, in walking centre I've been told I got chest infections and I was on antibiotics immediately... and currently I'm in hospital for five nights coz my condition turn into pneumonia and god knows how long I will stay here. Maybe it's time to listen to your patients. Will never trust you again!

2024-05-08 12:28:26 [View entire form](#)

Nothing excellent service

2024-05-08 12:28:34 [View entire form](#)

Dr Yousef was very professional and understanding of Sarah's situation. Prescription sent to chemist.

2024-05-08 12:30:39 [View entire form](#)

Lots of time given and being able to talk about different medical issues

2024-05-08 12:34:26 [View entire form](#)

Best service

2024-05-08 12:35:43 [View entire form](#)

Im was on time but waiting over 15 minits

2024-05-08 12:38:24 [View entire form](#)

Prompt response

2024-05-08 12:38:39 [View entire form](#)

I had a call, I tried to answer but nobody was on the other side so rang back saying I'd just had a call but no one on the other end, I was told the doctor would call me back, that was may 2nd, it's the 8th today and still haven't had a call back.

2024-05-08 12:39:00 [View entire form](#)

Quicker appointments

2024-05-08 12:42:06 [View entire form](#)

Nothing apart from appointments

2024-05-08 13:04:27 [View entire form](#)

It would be nice to see the same gp someone who gets to know you.

2024-05-08 13:55:45 [View entire form](#)

Your GP has done all he could, but I am a little disappointed that the hospital consultant bounced my referral, so therefore merely, 'good'.

2024-05-08 14:57:38 [View entire form](#)

Nothing needs improving

2024-05-08 16:02:06 [View entire form](#)

More appointments available for non urgent injuries

2024-05-08 18:07:17 [View entire form](#)

To say hard to get GP appt it was 25 mins wait in reception before seeing GP.

2024-05-08 19:53:16 [View entire form](#)

I'm fully satisfied with the services rendered by the management team, especially the efficiency of carrying out everything swiftly without any delay

2024-05-08 20:52:22 [View entire form](#)

On this occasion I could not fault the process

2024-05-09 09:13:12 [View entire form](#)

Consultation room I was in needed the windows open as the nice doctor that I had consultation with had a very strong ordour. I don't mean to sound affensive just being honest.

2024-05-09 10:45:47 [View entire form](#)

Disabled people should not have to go upstairs even in lift not nice.

2024-05-09 13:50:36 [View entire form](#)

I was very pleased with my appointment Thank You Dr Sabir is a Dr that will listen to you

2024-05-09 14:32:19 [View entire form](#)

Not happy at all my daughter ill i hv twins i cant take her to hospital they didnt make an appointment for me

2024-05-09 19:12:21 [View entire form](#)

Na

2024-05-10 14:57:40 [View entire form](#)

No improvement vis needed

2024-05-16 04:46:43 [View entire form](#)

Everything ok

2024-05-22 11:48:34 [View entire form](#)

The doctor seemed quite dismissive. I do not feel like my issues were addressed effectively

2024-05-22 11:56:24 [View entire form](#)

I didn't feel like the DR understood me at all

2024-05-22 12:00:24 [View entire form](#)

I was blown away by the level of customer service by Dr. and staff

2024-05-22 12:01:47 [View entire form](#)

Listen to the patient as wrong diagnosis given. So was no better off afterwards and forced into a treatment I do not want to have.

2024-05-22 12:15:10 [View entire form](#)

Nothing

2024-05-22 12:18:17 [View entire form](#)

I thought the GP was great with my daughter. She really engaged her and made her feel comfortable. Thank you.

2024-05-22 12:55:12 [View entire form](#)

Appointment cancelled with 4 hours notice. I had booked time off work to take my daughter to this appointment for it to be cancelled on the day. The appointment was only booked two days prior after a cancellation arose. I was

told the clinician doesn't deal with the issue and the appointment should never have been booked in the first place.

2024-05-22 13:04:29 [View entire form](#)

No, everything went very smoothly.

2024-05-22 13:12:34 [View entire form](#)

To be able to book appointment with the doctor of my choice

2024-05-22 13:33:26 [View entire form](#)

Make sure computer system working correctly.

2024-05-22 13:39:46 [View entire form](#)

Car parking a problem

2024-05-22 15:08:39 [View entire form](#)

Nothing excellent service as always.

2024-05-22 15:11:30 [View entire form](#)

I found the doctor to be condescending and unwilling to address more than health concern. She said we have 10 minutes don't ask about other issues. I don't wish to use this surgery again and prefer to be seen only at Normanton lane where the service is better.

2024-05-22 16:23:16 [View entire form](#)

Actually was quite surprised n how good everyone was.

2024-05-22 19:15:27 [View entire form](#)

Dr Sabir was great - very personable, listened intently and helped me with the best outcome

2024-05-22 19:15:59 [View entire form](#)

One of my medications needed to be reviewed, I was told I need a blood test and to book online. I realised after the call had ended there was no mention about the form. This means I have to go through the whole rigmarole of phoning the surgery again to ask.

2024-05-22 19:29:19 [View entire form](#)

It would be good if patients could still walk into the surgery to make an appointment.

2024-05-22 21:27:22 [View entire form](#)

Nothing significant.