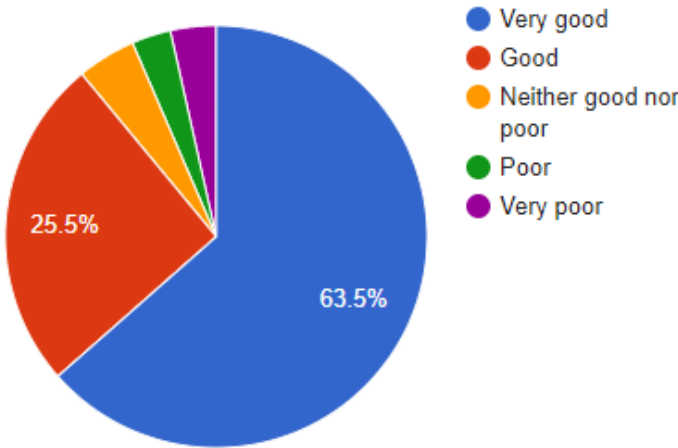


Friends and Family Admin

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

November 2023

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



Options	Total
Very good	127
Good	51
Neither good nor poor	9
Poor	6
Very poor	7
Don't know	0

Total responses: 200

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

November 2023

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

Free text question. There were 84 responses:

2023-11-08 12:15:32 [View entire form](#)

Everything was handled efficiently and with minimum fuss.

2023-11-08 12:16:56 [View entire form](#)

I would feel more confident if all staff wore masks to help avoid already-ill patients, some of whom are very vulnerable, from catching something that may make them even more poorly.

2023-11-08 12:17:46 [View entire form](#)

Nothing x

2023-11-08 12:20:26 [View entire form](#)

I was satisfied with the service I received

2023-11-08 12:31:59 [View entire form](#)

Not wait so long for appointments. And more appointments being available
Because time you get through appointments have gone for that day

2023-11-08 12:37:28 [View entire form](#)

Ring back on calls is a good idea stops the frustration.

2023-11-08 12:37:30 [View entire form](#)

Excellent service.. Very friendly and seen to immediately. Thank you.

2023-11-08 12:39:50 [View entire form](#)

Blood tests should be able to be done at surgeries. T

2023-11-08 12:40:04 [View entire form](#)

A bit more time with patient, please.

2023-11-08 12:41:25 [View entire form](#)

As a new patient I didn't know where I was going when told to wait upstairs.
Better instructions would have been useful!

2023-11-08 12:42:37 [View entire form](#)

Nothing at all

2023-11-08 12:43:35 [View entire form](#)

Was 5 mins late fr my appointment and the doctor refused to see me. I found
that bad cause i was in pain

2023-11-08 12:45:42 [View entire form](#)

Quicker phone service

2023-11-08 12:46:52 [View entire form](#)

I was extremely impressed by the treatment I received.

2023-11-08 12:47:12 [View entire form](#)

Explained about severe neck pain told a prescription for a muscle relaxant
was being sent to Boots . Went to Boots no prescription had to make another
appointment to get the same thing resulted in another lost night sleep and
continued pain.

2023-11-08 12:48:21 [View entire form](#)

Better? Are you serious? This is the best surgery I've ever been with. Your
staff are simply exemplary. Genuine people that care but are professional with

it and don't suffer fools either. What more could a patient ask. Thank you.
Paul.

2023-11-08 13:13:21 [View entire form](#)

I received my call hour later that it was booked. Apart of that everything was perfect, I felt comfortable and my problem was solved

2023-11-08 13:29:25 [View entire form](#)

I was sat near the entrance at the lanes medical centre and the doctor called me from the far end, apparently 3times. May need to either shout louder or have a board with room number and patient

2023-11-08 13:46:18 [View entire form](#)

Always running appointments late why ?

2023-11-08 16:24:55 [View entire form](#)

Allow people to make appointments not just on the day

2023-11-08 16:40:53 [View entire form](#)

Very Happy always get a appt wouldn't go anywhere else best surgery caters for everything.

2023-11-08 18:39:55 [View entire form](#)

Telephone service is very slow

2023-11-08 22:52:25 [View entire form](#)

Quicker appointments

2023-11-09 17:21:22 [View entire form](#)

It's take too long before I can get appointments for my medications

2023-11-09 20:16:04 [View entire form](#)

Can't fault anything. Appointment on time, polite staff and clean environment.
Thank you

2023-11-10 16:13:27 [View entire form](#)

Seeing more patients; there was no-one in the surgery when I went for my appointment

2023-11-11 17:33:44 [View entire form](#)

Good Morning Looking to improve your posture and live a healthier life? Our Medico Postura™ Body Posture Corrector is here to help! Experience instant posture improvement with Medico Postura™. This easy-to-use device can be worn anywhere, anytime – at home, work, or even while you sleep. Made from lightweight, breathable fabric, it ensures comfort all day long. Grab it today at a fantastic 60% OFF: <https://medicopostura.com> Plus, enjoy FREE shipping for today only! Don't miss out on this amazing deal. Get yours now and start transforming your posture! Sincerely, Elizabeth

2023-11-13 13:07:43 [View entire form](#)

Change getting appointments the 8.30 rush is frustrating.

2023-11-13 13:14:59 [View entire form](#)

Improve GPs knowledge of mental health and capability to help

2023-11-13 13:16:26 [View entire form](#)

Cut phone waiting time

2023-11-13 13:19:53 [View entire form](#)

Felt that my telephone consultation was very rushed & didn't have time to discuss what I needed to

2023-11-13 13:22:32 [View entire form](#)

Nothing at all.

2023-11-13 13:35:31 [View entire form](#)

We left feeling like we had wasted doctor's time.

2023-11-13 13:35:59 [View entire form](#)

I would like to be able to book necessary appointments by calling in to reception at the Lanes rather than always having ring Vernon street

2023-11-13 13:39:51 [View entire form](#)

All good

2023-11-13 13:44:22 [View entire form](#)

Get to see a doctor that I asked to but sent to a nurse who told me I need to make .a appointment to see g p

2023-11-13 13:46:22 [View entire form](#)

Call from surgery came as "private number" would be better if call was identified as "Surgery" or similar. Thank Mike for his service

2023-11-13 14:18:16 [View entire form](#)

Very friendly the doctor

2023-11-13 14:19:33 [View entire form](#)

Phone queues

2023-11-13 14:31:06 [View entire form](#)

Not with Katy asthma nurse seen her a few times. If all doctors were like her the nhs would be a lot better. She is so special and listens. Thank you katy

2023-11-13 16:39:45 [View entire form](#)

Actually help the patient instead of ticking boxes.

2023-11-13 16:42:36 [View entire form](#)

It was a phone appointment- I hadn't been informed that I had an appt and the doctor didn't know what the appt was for. Maybe doctors can check your information before an appointment. This is the second time that the doctor hasn't read my notes before speaking to me.

2023-11-13 18:14:25 [View entire form](#)

Although I had a short conversation,practitioner seemed on rush.

2023-11-13 18:29:54 [View entire form](#)

Szybciej przyjmować i aby nie czekać.

2023-11-13 18:32:09 [View entire form](#)

If test results are normal let patients know.

2023-11-14 08:32:19 [View entire form](#)

The auto log in was a bit awkward!!

2023-11-14 20:33:11 [View entire form](#)

Really pleased with the service I sent an online request and had a very quick reply and a phonecall and my query dealt with ahead of my scheduled appointment thank you

2023-11-15 04:11:36 [View entire form](#)

Nothing really

2023-11-15 05:38:39 [View entire form](#)

Still waiting for a call back from a GP after 2 days. I saw the registrar, she was supposed to have arranged this!

2023-11-19 18:54:14 [View entire form](#)

Nothing at all

2023-11-20 12:04:16 [View entire form](#)

I hope you are doing well. We are a UK based web design company and with your permission, I would like to send you a proposal for your website vernonstreetandthelanes.co.uk. May I send the Proposal along with our company details? Warm regards, David Lightly

2023-11-20 13:12:09 [View entire form](#)

The doctors should listen more and read the issues of the patients before they see them. This will make them prepared and offer better recommendations.

2023-11-20 13:12:22 [View entire form](#)

Better time keeping & receptionists to be welcoming. didn't even look to say hello.

2023-11-20 13:15:40 [View entire form](#)

Provide a time-slot (say even 2 hours) so that I don't have to wait in all day for a phone-call that actually never came. (Mobile phones are all OK but I don't really want to discuss my personal details in the middle of Tesco's!)

2023-11-20 13:18:34 [View entire form](#)

The experience was top notch. I would suggest if result of the tests conducted could be made available to patients.

2023-11-20 13:19:21 [View entire form](#)

The female practitioner's attitude was unfriendly/ slightly patronising

2023-11-20 13:21:13 [View entire form](#)

Very helpful and informative

2023-11-20 13:26:45 [View entire form](#)

Your receptionist was excellent but one of your GP's needs to contact his patients when appointments have been made and also take the time to speak to the patient before prescribing meds!

2023-11-20 13:33:42 [View entire form](#)

Time keeping needs to improve & receptionists should be welcoming, didn't even get a hello.

2023-11-20 14:00:45 [View entire form](#)

I didn't actually go to the surgery it was over the phone

2023-11-20 15:54:39 [View entire form](#)

Can't think of anything at this moment

2023-11-20 17:23:07 [View entire form](#)

Making an appointment was easy and timely, the appointment was on time and staff helpful and attentive. Couldn't ask for more.

2023-11-20 18:04:50 [View entire form](#)

Send my prescription to the ammended pharmacy

2023-11-20 18:51:35 [View entire form](#)

Nothing. You are the best practice in Derby.

2023-11-20 20:04:42 [View entire form](#)

Booking appointments takes too long, you can be on hold for up to an hour.

2023-11-21 06:51:32 [View entire form](#)

I am not basing this on my most recent appointment but my general experience with this practice which has been extremely poor, I have been misdiagnosed, and even when diagnosed, I was not given the information to make an informed decision about my treatment

2023-11-22 05:34:08 [View entire form](#)

Appointment ran well to schedule

2023-11-23 10:56:04 [View entire form](#)

I asked for a referral to Tommys miscarriage clinic in Coventry who can take referrals after 2 misscarriages, not 3 like on the NHS. The GP didn't know anything about this but would look into it for me. It's been over a week and the GP is now on holiday. I've chased twice about this referral having to explain my situation each time. I'm already going through a stressful time and this is only making it worse.

2023-11-27 21:30:13 [View entire form](#)

To actually see a doctor would be good.

2023-11-28 12:55:42 [View entire form](#)

Nothing all good

2023-11-28 12:59:48 [View entire form](#)

Please notify patients on where services are found.eg.If the G.P is not at Vernon Medical Centre to make mention of it in the appointment.

2023-11-28 13:03:15 [View entire form](#)

Nothing to say, went very eell

2023-11-28 13:13:04 [View entire form](#)

The doctor I seen last needs sacking very poor left in pain with no follow up appointment for the hospital after ring 3 times shocking

2023-11-28 13:13:23 [View entire form](#)

Everything was good but would like to say that the doctor I saw for the 1st time was Dr Sanbir and he was really good ,so kind so thorough and really easy to talk to ...

2023-11-28 13:27:36 [View entire form](#)

Communicate with your patients, let us know why their aren't any doctors available.

2023-11-28 13:32:38 [View entire form](#)

Very informative and caring.

2023-11-28 13:48:55 [View entire form](#)

I have had two appointments recently, one with the doctor and one with the ANP. Both were very good, very understanding and helpful

2023-11-28 13:54:35 [View entire form](#)

Dr Sabir is amazing. He always ensures the best patient care. Listens to concerns and advises accordingly.

2023-11-28 15:47:43 [View entire form](#)

My appointment was satisfactory. Thank you

2023-11-28 23:27:31 [View entire form](#)

It felt like the doctor had no time for me and just wanted to get me out the door, i felt like she didn't want to hear what i had to say. I've been at Vernon street all my life and never once been made to feel like that.

2023-11-29 11:01:26 [View entire form](#)

I needed a prescription and they were able to sort it for me

2023-11-29 12:11:47 [View entire form](#)

When we book a call back your call does not connect

2023-11-30 11:15:44 [View entire form](#)

I requested a copy of my immunisation record via the online enquiry form and received it within the hour! An excellent service, thank you and well done :)

2023-11-30 17:40:13 [View entire form](#)

Just nice to see my doctor much appreciated as my hearing over the phone I struggle