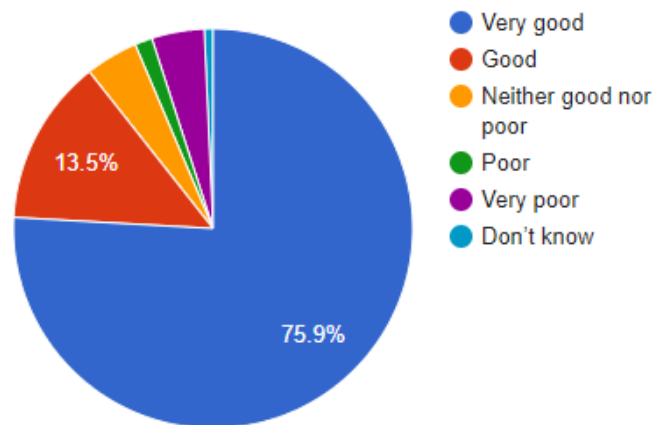


Friends and Family Admin

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

October 2023

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



Options	Total
Very good	107
Good	19
Neither good nor poor	6
Poor	2
Very poor	6
Don't know	1

Total responses: 141

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

October 2023

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

Free text question. There were 51 responses:

2023-10-03 11:28:28 [View entire form](#)

Can't think of anything.

2023-10-03 11:30:10 [View entire form](#)

The particular doctor that spoke to me was very rude, condescending and unwilling to listen

2023-10-03 11:30:27 [View entire form](#)

Nothing. The GP Sabah was so polite and humble..

2023-10-03 11:30:38 [View entire form](#)

You are prompt in replying. Please keep it up

2023-10-03 11:30:54 [View entire form](#)

Am not from derdy the reason I went with vernon st I don't like leaving the house i

2023-10-03 11:47:05 [View entire form](#)

Nothing needs to be better.

2023-10-03 11:48:02 [View entire form](#)

On this occasion there was nothing you could do better

2023-10-03 11:49:35 [View entire form](#)

Treat patients better instead of stabbing them in the back and putting hurtful and wrong assumptions on the NHS app where you think the patients won't see it I have my solicitor involved over the 11/09/23 issue with one of the women who work at your surgery

2023-10-03 11:49:50 [View entire form](#)

Took a while to get the help that I required felt a little palmed off initially but I persevered

2023-10-03 11:49:51 [View entire form](#)

Let patients know if possible? the GPs things they've been recommended too send too the Royal hospital If they have been sent too them yet?

2023-10-03 12:24:45 [View entire form](#)

Getting in and out of The Lanes surgery with a pushchair is a bit difficult, and I imagine it's the same with a wheelchair. If the door could open and stay open automatically, it'd be really helpful. Other than that, the doctor was fantastic and we didn't have to wait very long to be seen.

2023-10-03 14:06:35 [View entire form](#)

I met a lovely clinician but I request please do believe patient, its not always stress or exaggeration, myself as a medical registrar came to see with high BP and early Ckd should have more concerns if struggling with high BP for a week and compliance to medications. I found her she was not listening but assuming I am stressed and checking BP again and again. I intension was not to have sick leaves as I did work next day but to sort my high BP as I am carer for family as well as patients.

2023-10-03 15:26:07 [View entire form](#)

Answer the phone quicker

2023-10-03 15:41:45 [View entire form](#)

Nothing at this time

2023-10-03 22:08:19 [View entire form](#)

Everything went well during the call back, and my needs were met

2023-10-04 15:25:19 [View entire form](#)

Nothing service was very quick and done with care.

2023-10-04 21:21:23 [View entire form](#)

Come out and check the waiting area if a patient appears not to have shown up for their appointment. I registered my attendance as far as I was aware but apparently had not completed the process, even though I was advised to take a seat. The receptionist saw me pass the office when entering the waiting area. Regardless, I waited for 35/40 minutes without anyone checking if I was actually there. Medical staff came out to greet other patients when for their consultations; I was on my own in the waiting room for a while and the only man for much of the time. I assumed that the Dr was running late as he had an open door conversation with a member of staff at about the time of my appointment. I held on for 45 minutes on the phone to get an appointment, travelled through a lot of early traffic to get to the surgery and feel very disappointed that I ended up not seeing the Dr; I also had a very unfortunate and certainly unexpected exchange with the receptionist about the matter. I hope my experience might help in the future. Thank you for asking.

2023-10-10 17:25:05 [View entire form](#)

You couldn't do any better Dr abit was amazing and made my visit more fun than seeing a doctor from start to finish brilliant man thank u

2023-10-15 01:10:13 [View entire form](#)

World's Best Neck Massager Get it Now 50% OFF + Free Shipping! Wellness Enthusiasts! There has never been a better time to take care of your neck pain! Our clinical-grade TENS technology will ensure you have neck relief in as little as 20 minutes. Get Yours: <https://hineck.co> Kind Regards, Melva NHS Friends and Family Test | Vernon Street Medical Centre

2023-10-16 12:11:43 [View entire form](#)

Trying to appointment is really hard

2023-10-16 12:18:19 [View entire form](#)

The nurse tending to me misdiagnosed me with a UTI and scarlet fever despite not showing the main symptoms, ie. The rash and stinging, though she was adamant I had strawberry tongue (which I didn't) and that was supposedly enough to diagnose a 20 year old with scarlet fever. Two sets of antibiotics and neither worked, ended up in a&e on day 4 high fever. She was rather snooty too like she wanted to show me she was right and get me out of the office. Please make sure you know the competence and character of the medical staff entrusted to take care of your patients. I ended up with two incomplete courses of antibiotics, could have ended up doing more harm than good.

2023-10-16 12:19:09 [View entire form](#)

Doctor should be polite Be polite

2023-10-16 12:21:00 [View entire form](#)

Two days after my appointment I was infected with Covid19. I hadn't come into contact with anybody else that week only the nurse. My wife caught Covid 19 from me the day after.

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

Wish the 8-30 stress could be resolved.

2023-10-16 13:59:01 [View entire form](#)

Happy with service

2023-10-16 14:18:04 [View entire form](#)

I feel the feedback that the clinician gave me was of no real use. I felt the appointment process was really well implemented.

2023-10-16 15:12:47 [View entire form](#)

Better parking(i know this is not possible but i can still dream!!!)

2023-10-17 07:34:18 [View entire form](#)

More Medical staff seem to be required, unless it's when I've been given later appointments?

2023-10-17 08:57:29 [View entire form](#)

No improvement needed from our visit.

2023-10-18 14:59:20 [View entire form](#)

More time per appointment. Would be better if we could mention multiple health issues at the same appointment, rather than multiple appointments. Sometimes the different symptoms of Ill health will have a common cause. I realise that this is a big ask when the NHS is so stretched, and I am grateful for the good care I do receive.

2023-10-24 08:49:26 [View entire form](#)

Nothing I can think of

2023-10-24 11:36:41 [View entire form](#)

Well done everything was really good staff were very nice to me indeed so thank you

2023-10-24 11:37:24 [View entire form](#)

Make it easier to get an appointment with a doctor.

2023-10-24 11:38:01 [View entire form](#)

It takes long time to get to somebody when calling the surgery otherwise everything is good

2023-10-24 11:39:37 [View entire form](#)

The GP was great, find his time to call and follow.

2023-10-24 11:49:59 [View entire form](#)

Everything was perfect.

2023-10-24 11:51:45 [View entire form](#)

Would be better if you could pre book an appointment that's not needing urgent medical attention and is convenient when you work full time

2023-10-24 12:02:02 [View entire form](#)

Happy with service

2023-10-24 12:10:18 [View entire form](#)

Be clear about booking an appointment, i have been told by receptionist that i have been booked at Vernon street and texted me with appointment to see doctor at Lanes , 2nd i was not happy to have been blamed about not seeing my colleague GP trainee in initial appointment that i re scheduled. I am free to have my information shared with whoever j want to . The receptionist at Lanes caused me embarrassment with my colleague. I am thinking of leaching this practice now , though I am happy with the practitioner who sorted out my son problem.

2023-10-24 12:17:15 [View entire form](#)

As my mother is an elderly patient I feel she would be if it from a follow up appointment to see how she is getting along. Her yearly heart check up is long overdue. She would also be if it from this.

2023-10-24 12:23:06 [View entire form](#)

None

2023-10-24 12:26:50 [View entire form](#)

I h@d no @ppt

2023-10-24 12:26:52 [View entire form](#)

As you are ,very good

2023-10-24 12:28:50 [View entire form](#)

Nothing, the receptionist was very accommodating and the practitioner was brilliant. Way above what I would expect.

2023-10-24 14:06:45 [View entire form](#)

It's great plac!. I don't have any concern

2023-10-24 17:07:58 [View entire form](#)

Somehow an appointment was made for my Covid jab which I did not ask for or make and lady on phone was making out it was my fault. Really not happy how I was spoken to by her when I explained I had not made an appointment.

2023-10-24 19:01:50 [View entire form](#)

If the appointment booking time could be reconsidered because sometimes you will call for over some minutes before you could be put through the call to speak with someone.

2023-10-24 19:09:39 [View entire form](#)

I was given antibiotics Asked if I was OK to go back to work he said YES! Only afterwards did I think does he know where I work (HOSPITAL) Does he know what I do (I BRING OUT THE RUBBISH BINS THAT INCLUDES INFECTED RUBBISH) I asked for a callback from the doctor told me only early callback was available I was up early 7am surgery starts 0830 waited until 10am nothing so I call the surgery checking they had the correct number Thats when the doctor calls couldn't get through said will try again later I didnt get anything I was sat with phone at my side all day. Leaving me to decide what to do Antibiotics weaken your immune system while your taking them . I went back to work And was very unimpressed with your service This is why I use your service as little as possible

2023-10-25 10:16:15 [View entire form](#)

Excellent

2023-10-25 11:35:04 [View entire form](#)

If experience is the same every time you can't do better 11 o f 10

2023-10-25 13:52:29 [View entire form](#)

Keep Listening to what the Patient has to say