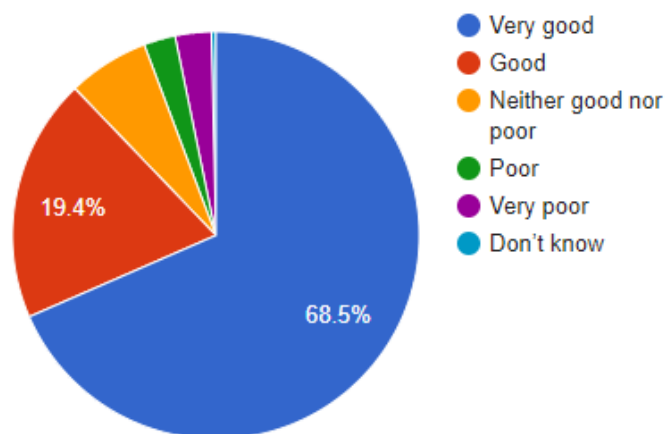


Friends and Family Admin

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

September 2023

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



Options	Total
Very good	191
Good	54
Neither good nor poor	18
Poor	7
Very poor	8
Don't know	1

Total responses: 279

Friends and Family Admin

NHS Friends and Family Test - Patient Feedback

September 2023

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

Free text question. There were 105 responses:

2023-09-01 10:27:41 [View entire form](#)

Very happy with service as adjustment made to fit me in even when I went to the wrong surgery.

2023-09-08 19:48:00 [View entire form](#)

Visited The Lanes Medical Centre today for an appointment, I was welcomed by a very friendly receptionist, Andrea this was a breath of fresh air as this was not my surgery, it was lovely to be greeted by a friendly face and not the usual grumpy receptionist.

2023-09-13 11:29:47 [View entire form](#)

I think doing blood tests immediately in either doctors when needed would be very helpful as trying to get them done through Swiftque is very frustrating.

2023-09-13 11:31:15 [View entire form](#)

Not on this occasion. The practioner listened was empathic. I left the surgery feeling everything had been addressed. There was also a follow up call to check I was OK.

2023-09-13 11:42:39 [View entire form](#)

N/A

2023-09-13 11:53:08 [View entire form](#)

It was cancelled on the day by the surgery

2023-09-13 11:55:29 [View entire form](#)

Easier access to appointments

2023-09-13 12:00:25 [View entire form](#)

It would be better if patients are allowed to talk to the doctor rather than be questioned in detail by the reception staff.

2023-09-13 12:05:17 [View entire form](#)

Happy with care

2023-09-13 12:10:29 [View entire form](#)

Well I thought I'd already done this not long ago? I said I think it would be best if blood tests could be done at either surgery when required . Trying to do them through Swiftqueue is very frustrating.

2023-09-13 12:13:54 [View entire form](#)

It's difficult to get an appointment with a doctor.

2023-09-13 12:14:36 [View entire form](#)

I think it is gd as it is

2023-09-13 12:16:16 [View entire form](#)

Dr was excellent understood the problem and sorted it out

2023-09-13 12:22:18 [View entire form](#)

My recent care from the medical and administrative staff at Vernon Street, through a persistent medical problem has been exemplary.

2023-09-13 12:23:46 [View entire form](#)

It took 3days to be able to make an appointment to see a doctor

2023-09-13 12:23:47 [View entire form](#)

All good

2023-09-13 12:27:34 [View entire form](#)

I was unable to attend the appointment which was booked for yesterday, it has been rebooked for Oct 6th

2023-09-13 12:28:22 [View entire form](#)

Keep up the good work everyone are so friendly and polite

2023-09-13 12:33:13 [View entire form](#)

I was very satisfied

2023-09-13 12:34:36 [View entire form](#)

Only downside is very difficult to get an appointment when you work ...in the past I was given a warning for leaving my workstation to go somewhere quiet to make the call ... it's discriminates against people who work... I have been at the surgery since birth...I totally understand that the system is under pressure and accept that times are tough.. but please think about the working people..

2023-09-13 12:36:44 [View entire form](#)

N/a

2023-09-13 12:37:05 [View entire form](#)

Man lotion sap keisa guza un ta vieta kur jus ielikat mato caurli 10 menesus nese.atara manvajadzetu uztaisit fotografiju un

2023-09-13 12:56:51 [View entire form](#)

Listen when someone is telling you that the treatment and referral are not work .

2023-09-13 12:57:33 [View entire form](#)

I can't remember

2023-09-13 12:58:03 [View entire form](#)

Booking appointments

2023-09-13 12:59:29 [View entire form](#)

You guys are doing excellent work Thank you

2023-09-13 13:23:38 [View entire form](#)

All is good Thank You

2023-09-13 13:45:24 [View entire form](#)

Everything was ok appointment was made for the same day by your receptionist and I was seen on time .all very good

2023-09-13 14:09:31 [View entire form](#)

Nothing really , reception staff are very nice , smile and cheerful , the lanes surgery

2023-09-13 14:10:01 [View entire form](#)

The quality was 1st class

2023-09-13 14:25:31 [View entire form](#)

Make getting an appointment easier

2023-09-13 14:27:02 [View entire form](#)

More appointments face to face instead of phone calls

2023-09-13 15:16:38 [View entire form](#)

On my first request for an appointment was told to go to the walk-in clinic with my concerns about changes to my breast and a skin lesion. WhenI was

sent an appointment after my visit to the walk-in clinic it was treated with urgency and my consultation was very good. Doctor listened to me, gave advice and referred me to the breast clinic. Appointment service very good but initial contact with surgery poor.

2023-09-13 15:17:25 [View entire form](#)

So far, the service is fine

2023-09-13 16:11:56 [View entire form](#)

I presume i was in a queue but no-one spoke so I didn't know how long I was going to be holding on for an appointment. It would be nice if s voice could tell me. I was holding for an nearly an hour but didn't dare put the phone down in case I lost my place in the queue.

2023-09-13 18:10:44 [View entire form](#)

Communication with patient following X-rays, blood tests etc.

2023-09-13 21:21:54 [View entire form](#)

Dr Anwar was fantastic - thank you!

2023-09-14 10:45:17 [View entire form](#)

Get Patient with long term health conditions in sooner.

2023-09-14 11:16:08 [View entire form](#)

Excellent service so couldn't have done better

2023-09-14 15:30:51 [View entire form](#)

Listen to the patient (communication

2023-09-16 14:59:31 [View entire form](#)

no problem positive appointment

2023-09-16 19:42:03 [View entire form](#)

All good

2023-09-18 11:54:58 [View entire form](#)

Lady seemed very judgy.. and I didn't like my experience at all this day at the lanes.

2023-09-18 12:07:51 [View entire form](#)

Treat patients better they know their bodies better than you will ever know

2023-09-18 12:09:12 [View entire form](#)

Can't think of anything.

2023-09-18 12:12:55 [View entire form](#)

I'm happy with how it is

2023-09-18 12:20:34 [View entire form](#)

Dr Anwar was so professional with my mother

2023-09-18 12:22:12 [View entire form](#)

Better communication.

2023-09-18 12:24:55 [View entire form](#)

Don't tell me to go to a&e if it doesn't get better!!

2023-09-18 12:25:20 [View entire form](#)

Treat people with respect.

2023-09-18 12:28:42 [View entire form](#)

Getting appointment is a problem

2023-09-18 12:34:55 [View entire form](#)

Still waiting for someone to give me a date for the removal of this lump on my back. It's very irritating I keep catching it and then there's blood everywhere.

2023-09-18 12:37:11 [View entire form](#)

I unfortunately have to rebook as had to cancel but always staff make booking appointments a good experience.

2023-09-18 12:37:44 [View entire form](#)

Unsupported and not offered any advice

2023-09-18 13:21:05 [View entire form](#)

Always find my Dr's very good

2023-09-18 13:28:03 [View entire form](#)

Nothing

2023-09-18 13:35:54 [View entire form](#)

As fairly new to the practice i am very pleased with the service. The reception staff were friendly and professional

2023-09-18 14:24:45 [View entire form](#)

Everything the practice does is brilliant. The receptionist and office staff are always so kind. The nurse is always so very gentle with my mum. Don't change anything

2023-09-18 14:24:56 [View entire form](#)

Please allow us to talk to the doctor than explain our problems to the reception staff.

2023-09-18 17:03:43 [View entire form](#)

It was excellent

2023-09-18 17:07:36 [View entire form](#)

Highly uplifting helpful

2023-09-18 19:22:26 [View entire form](#)

My blood test was on July 30th and only knew results and medicine review today 18th September.

2023-09-18 20:20:28 [View entire form](#)

I explained the issue to the doctor it was felt with. When I tried to explain the second issue I was told your time is up you will have to make a another appointment it is 10 minutes per appointment I came away disgusted

2023-09-18 20:39:28 [View entire form](#)

The doctor wasn't interested and was soon quick to refer me

2023-09-19 08:07:31 [View entire form](#)

All good. Appointment system could be better

2023-09-19 11:39:14 [View entire form](#)

More phone appointments. Race against time at 08.30

2023-09-19 11:40:36 [View entire form](#)

Keep doing what you are doing all's good

2023-09-19 11:45:45 [View entire form](#)

Absolutely nothing for now

2023-09-19 11:52:03 [View entire form](#)

Appointments on time my appointment was 20 minutes after time but no body went in or out of his room

2023-09-19 11:52:39 [View entire form](#)

Put the appointment system back to how it was as the one used now is awful.

2023-09-19 11:54:32 [View entire form](#)

Doing very well thanks.

2023-09-19 11:54:43 [View entire form](#)

Blood tests in both Surgeries would be good. As Swiftqueue is hard to get done when needed

2023-09-19 12:02:21 [View entire form](#)

No

2023-09-19 12:03:04 [View entire form](#)

Can't think of anything

2023-09-19 12:03:25 [View entire form](#)

Nothing

2023-09-19 12:08:05 [View entire form](#)

Treat patients better with more respect and understanding not how robertshaw treated me criticizing my home,my pets and using my child bring in care against me you don't care what patients have to say you don't follow through with complaints your a useless surgery and the more you ask me for feedback the more I will tell the truth about how badly you treat patients and side either your scumbag doctors who have no right to criticize a patients life

2023-09-19 12:09:30 [View entire form](#)

Alls good, thank you.

2023-09-19 12:13:39 [View entire form](#)

Very positive experience with a doctor who listened and advised

2023-09-19 12:20:31 [View entire form](#)

I didn't feel understood or listened too. My concerns were not validated by the doctor. It was a box ticking exercise on his part. I was left feeling, disappointed with all my issues unresolved.

2023-09-19 12:24:57 [View entire form](#)

Doctor was really patient, friendly and professional. Thank you!

2023-09-19 12:33:24 [View entire form](#)

To be able to discuss more than one thing in the one appointment

2023-09-19 12:36:37 [View entire form](#)

.an ir vajadzīga operācija uz gurniem es jau gaidu 3 gadus man lotisap es nevaru paiet ne pastāvēt

2023-09-19 12:37:04 [View entire form](#)

The service was professionally and efficiently delivered.

2023-09-19 13:06:40 [View entire form](#)

Cut Down the waiting time please I had an appointment but was kept a long time before I got seen

2023-09-19 13:50:15 [View entire form](#)

Happy with service

2023-09-19 14:47:35 [View entire form](#)

I got charged for a second GP letter to put down one sentence that they missed from first letter. Really bad and will complain.

2023-09-19 15:48:13 [View entire form](#)

Listen to what the patient is telling you.

2023-09-19 18:22:16 [View entire form](#)

Have the lift, appointment machine and television in working order for vulnerable patients.

2023-09-19 20:26:29 [View entire form](#)

I did get an appointment immediately so I was very satisfied with the service I received

2023-09-19 20:39:17 [View entire form](#)

Everything was very good.

2023-09-20 09:24:34 [View entire form](#)

Help with weight loss

2023-09-20 11:58:48 [View entire form](#)

Nothing

2023-09-20 13:14:00 [View entire form](#)

Contact by telephone to make initial appointment took several attempts before I was able to make an appointment to see the GP. A quicker and easier process would benefit people requiring an urgent appointment.

2023-09-20 14:16:04 [View entire form](#)

Nothing

2023-09-20 18:53:00 [View entire form](#)

Would like a little longer to explain my condition.

2023-09-21 06:33:39 [View entire form](#)

I feel that there is little help, support, advice & understanding of the menopause. I felt judged & criticised in the call & that my medical notes hadn't been read. I'm currently recovering from chemo & stem cell transplant. I'm aware my BMI is high. I have significant waves of fatigue, struggling to climb the stairs on days. I've also had rheumatology support for joint pain, hypermobility & collapsed arches. This seems to have increased my pain levels over the last 12 months but my records will show I've been struggling for some time with no follow up help. I physically cannot do any more & I push myself daily. This has had a massive impact on my mental health & onto of physically not feeling myself, I'm not dealing with the impact of the last 18 months has had on my daughter or my career. There is little support & understanding on the menopause, particularly for women who have been forced into it prematurely. There is evidence to suggest that younger women need a higher dose of HRT. I've had to research myself what supplements would benefit & help me. That said, the nurses have been amazing in dealing with my re-vaccination protocol.

2023-09-21 16:46:12 [View entire form](#)

Nothing,

2023-09-21 19:32:04 [View entire form](#)

I can't think of anything you could improve on to be honest everything was outstanding. Down to even receiving a call back using the phone service and being able to book an appointment for the next day. The doctor was amazing sent for a scan and urine samples all completed and results back within five days. Thank you!!!

2023-09-23 05:47:44 [View entire form](#)

Customer service

2023-09-23 07:57:18 [View entire form](#)

The answer machine gave the wrong information stating all appointments had gone which was incorrect and I nearly hung up

2023-09-23 08:54:43 [View entire form](#)

See patients

2023-09-23 09:24:43 [View entire form](#)

I have never before complained about the NHS but my recent experience of being referred to the physio at the Lanes - Fouzan - was absolutely dreadful and a complete waste of time. The level of care he gave was absolutely appalling. I have been experiencing back pain since the beginning of the year and eventually decided I should make an appointment to see the GP. I was referred to Fouzan who did nothing more than check my spine then send me a message later that day with a link to PyhsiApp where there were 12 exercises that I was to do. He never went through any of the exercises with me or explained how many I was to do or how long each day or anything. When he phoned 4 weeks later I said to him it was way too much and I didn't know what I was doing to which his response was to keep working through the exercises and work out myself which ones were helping and which ones weren't. This is absolutely shocking! How on earth am I supposed to know which exercises are helping and which are not, what is good pain, and what is not???? I told him nothing was better and that I was still in pain and his response was that he would phone me again in 4 weeks. Absolutely useless and no help whatsoever. I am genuinely shocked and such a complete lack of care and concern. In every way he communicated that he couldn't care less. In the end I have had to pay and go to a chiropractor to get the treatment and help I need which I really don't have the money for but feel that I don't have any other choice.

2023-09-23 20:13:06 [View entire form](#)

I attended an appointment having struggled to get one having tried for several weeks. Upon seeing the doctor I wanted to ask about a lump on my head and also an issue regarding my mental health which I have suffered with all my life but has not been diagnosed as I had no idea where to start and have been struggling. After taking a quick glance at the lump on my head I was ushered out of the door and was told that she was only able to talk about one issue per visit and I must make another appointment. At the time I was the only patient in the waiting room yet I was told that she was extremely busy. I then asked to

book another appointment at the reception and was told that I must ring up and they could make me an appointment. I went outside and attempted to call and I was left on hold without answer yet as I looked through the window from outside nobody behind reception was on the phone and they was just sat talking and laughing to each other. No wonder just give up. Disgusting service

2023-09-25 09:24:41 [View entire form](#)

To improve on patients booking of appointment, and booking of medical centre close to patients house.