

**Friends and Family Admin**

**NHS Friends and Family Test - Patient Feedback**

**April 2025**

2025-04-10 13:17:17 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198173)

No improvements required

2025-04-10 14:03:07 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198180)

The appointment was good. No follow up on urine test results.

2025-04-10 14:30:01 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198181)

Employ the gp who I saw full time

2025-04-10 14:34:15 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198182)

Nothing always great service.

2025-04-10 14:45:23 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198183)

Amazing always welcoming and kind and helpful

2025-04-10 15:48:28 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198196)

Note

2025-04-10 16:04:31 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198203)

Not really

2025-04-10 16:28:38 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198208)

Nothing. I love this surgery

2025-04-10 16:29:23 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198209)

Excellent service. Carry on the good work

2025-04-10 16:41:57 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198214)

Nothing comes to mind as I always have a very positive experience. All staff are professional and extremely helpful.

2025-04-10 17:03:15 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198218)

Turn the radio down in waiting room

2025-04-10 17:51:45 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198222)

Answer the phone quickly

2025-04-10 18:48:43 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198226)

Nothing

2025-04-10 19:49:25 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198227)

Have more appointments available in advanceand on the day

2025-04-11 06:49:18 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198234)

Couldn't do better

2025-04-11 08:26:10 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198242)

Nothing could have been done any better

2025-04-11 08:51:24 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198247)

Staff were timely, responded in a pleasant and professional manner

2025-04-11 13:26:05 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198259)

Your service to me does not warrant any improvement thank you

2025-04-13 07:09:00 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198276)

Nothing

2025-04-14 09:51:41 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198308)

Struggled to get appointment, had to pre book.and wait a couple of weeks, bit the service I got from the doctor was excellent, he arranged , physio straight away, 2025-04-23 15:54:59 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198614)

The doctor I seen introduced himself as Mike was wearing a hoodie, and obviously pre judged me, without an examination, he told me my back problems which have already been diagnosed as a degenerative condition, was just wear and tear, and was mind over matter.. and when I replied that he was full of it..he said I was aggressive and asked me to leave..

2025-04-23 16:25:21 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198616)

Everything excellent thank you

2025-04-23 16:25:21 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198617)

Everything excellent thank you

2025-04-23 16:30:43 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198618)

I was happy with the service

2025-04-23 16:33:32 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198619)

Nothing

2025-04-23 16:35:52 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198621)

GP availability of appointments

2025-04-23 16:36:07 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198622)

I had an appointment with Dr Sabir. I normally see him now if I can for continuity . He is the best doctor I have ever had, he is professional whilst being compassionate and empathetic. it’s all because of him a serious heart condition has been diagnosed. I cannot speak highly enough of him and please thank him for his amazing service and supporting my husband and I who are both his patients throu what is a very difficult time at the moment . 5 stars for Dr Sabir

2025-04-23 16:46:14 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198623)

Very pleased with everything from the practice, no negatives at all.

2025-04-23 17:06:39 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198624)

I've not had a appointment despite trying since February

2025-04-23 17:55:55 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198626)

Nothing.

2025-04-23 18:09:21 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198627)

It was a scheduled appointment and I was seen on time and my problem addressed and explained!

2025-04-23 18:15:14 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198628)

Blood tests And Blood pressures as was done Previously. So helpful thank you

2025-04-23 18:35:51 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198630)

No very happy

2025-04-23 18:54:30 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198631)

As I had requested to see a female GP, I, unfortunately, had to wait 5 weeks for an appointment.

2025-04-23 19:09:32 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198632)

Well done

2025-04-23 19:13:10 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198633)

Excellent

2025-04-24 00:05:46 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198635)

You asked me to review an appointment, but I never had it. The GP was off sick, and I missed a random phone call so never spoke to anyone. I never asked for an appointment, but I think this was one of those 'chedk if I'm dead' phone calls haha. I'm not, so that's good.

2025-04-24 23:56:46 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198692)

Nothing

2025-04-30 16:18:52 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198899)

Nothimg

2025-04-30 17:15:22 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=198904)

Absolutely nothing. Fantastic surgery fantastic office staff fantastic doctors

referral to make, and pain relief.