

**Friends and Family Admin**

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

**February 2025**

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

**All Responses**

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

Free text question. There were 49 responses:

2025-02-04 10:51:07 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195403)

Don’t know.

2025-02-04 15:55:06 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195435)

Specific to my appointment - take the time to answer a question rather than direct me to a website. I may have had a follow up.

025-02-05 17:05:18 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195496)

Can’t think of any way better

2025-02-06 21:15:56 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195550)

Never any appointments available. Very poor

2025-02-12 16:48:59 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195752)

Doctor a little unsure about my test results

2025-02-12 17:12:20 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195753)

Maybe turn the music off in reception, people with hearing problems may find it difficult to hear the receptionist

2025-02-12 17:44:34 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195760)

Dr Sabir is highly thought of by myself he listens to what you tell him & is thorough Thank You

2025-02-12 17:45:03 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195761)

I am happy as it is

2025-02-12 18:23:49 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195767)

Very good reseptionist was extremely helpful very greatful

2025-02-12 19:36:14 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195773)

Nothing

2025-02-12 19:39:17 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195774)

Dr Sabir really good GP. Can’t do anything better

2025-02-12 20:19:52 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195777)

Doctor I saw today was absolutely great. Only problem is that I waited 45 minutes for my appointment which was at 9.50am and got seen at 10.30am

2025-02-12 20:25:44 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195778)

Difficult to tell 10 min appointment I waited 30 mins

2025-02-16 14:24:59 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=195863)

The Doctor didn't want to discuss my ongoing concerns re: my health

2025-02-24 16:06:27 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196209)

So far so good

2025-02-24 16:09:39 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196210)

Dr Robertshaw was very thorough and I am now waiting for my blood test appointment.

2025-02-24 16:14:43 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196212)

My question got answered which is nice. When using the message form there is often a very dismissive member of staff in particular who gives curt, unhelpful and sarcastic responses. This time thankfully a different Dr picked up my message and arranged an appointment.

2025-02-24 16:24:04 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196217)

Doctor good Receptionist not

2025-02-24 16:27:31 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196219)

The GP was amazing. Professional, empathetic, patient, and pleasant. That's the quality of GPS we eant

2025-02-24 16:30:19 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196222)

N/a

2025-02-24 16:35:18 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196224)

Nothing the Doctor explained exactly what I needed to know.

2025-02-24 16:37:33 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196225)

Didn’t feel like the clinician I spoke to had even looked at my record before the phone consultation.

2025-02-24 16:40:40 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196227)

I've already said beforehand that other patients have been very late in their appointment. I'm not sure why? I'm sorry for them as well though . But it does feel very Frustrating for me every time I'm there.

2025-02-24 16:47:47 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196228)

Dr not sending prescription over to pharmacy so can't start treatment

2025-02-25 12:14:35 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196271)

Had appointment to review medication and my concerns were not met, doctor did not grasp the issues that I raised and did not listen to why I raised them. Which in turn did not resolve my ailments. This was a waste of time for me and the surgery.

2025-02-26 10:37:54 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=196314)

No clear help even tablets