

**Friends and Family Admin**

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

**March 2025**

2025-03-12 15:24:50 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197001)

Nothing, I arrived a few minutes late, traffic issues, and Dr Sabir added me on the end.

2025-03-12 15:41:41 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197002)

The practice is brilliant nothing to improve

2025-03-12 15:53:59 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197003)

This was my first appointment as a new patient at the surgery - From the friendly helpful receptionist,to being called on time for my appointment and the empathy and support I received during my consultation was first class , I truly feel that that nothing could have been any better-'my only regret is I haven't registered at the practice earlier

2025-03-12 15:57:21 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197005)

Friendly lady on reception helpful, happy of outcome of appointment.

2025-03-12 16:49:53 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197012)

I’m happy with everything I don’t think you need to change anything

2025-03-12 16:52:13 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197014)

I was unfortunately 12 mins late for my diabetes check up as I was stuck in awful traffic. I’d rearranged all my clients around my appointment and although it was a 30 min appointment (and I’ve had many in the past never lasting more than 10 mins) I was refused to be seen. I appreciate I was late, but I’ve waited well over 30 mins to be seen at the surgery before so it’s a real shame the policy seems extremely one sided. I just don’t feel like gp surgeries are really geared up for busy people with commitments. I even offered to have the blood tests done at the hospital and just do the rest of my appointment while I was there but this wasn’t allowed either.

2025-03-12 17:19:57 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197018)

None

2025-03-12 17:24:40 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197019)

Not keep wasting my time and telling me you can’t find out what is wrong with me! I need a diagnosis! My condition has been going on for years!

2025-03-12 17:27:54 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197022)

Approachable and professional

2025-03-12 17:30:05 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197025)

I had a really positive experience with my last GP appointment, I actually felt listened to for the first time in a while and the GP was proactive in trying to help me resolve a health issue that I have been struggling with for 8months now and I'm still waiting for a specialist ENT appointment for and I really appreciated the help and support as it's really rare for the GP to look at the person as a whole rather than one problem at a time when quite often a health condition causes more than one issue at a time.

2025-03-12 17:33:12 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197027)

When we have to put our Names etc on the Screen it doesn't tell you where exactly to sit down? So have to ask rhe receptionist.

2025-03-12 17:33:25 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197028)

Make more appointments available

2025-03-12 17:35:27 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197029)

Maybe discuss blood test results with the patient. I saw the GP who suggested I had tests but there was no follow up. I phoned for the results and that was that.

2025-03-12 17:45:47 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197033)

Please shorten the answerphone message

2025-03-12 17:48:35 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197036)

On this occasion my appointment with Mike Barnwell went very well . Could not have gone better . I find Mike very thorough very nice man .

2025-03-12 17:59:49 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197041)

No the doctor was verygood

2025-03-12 18:07:41 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197046)

Be prepared for the appointment with the patient's history and reason for the appointment. Offer a half decent pain management service by looking at the patient's history.

2025-03-12 18:08:45 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197047)

Easier way to book appointments, can be difficult to call first thing in the morning

2025-03-12 18:14:10 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197049)

Let me speak to my doctor or someone from the surgery, not a locum who cannot see my records and history

2025-03-12 18:30:19 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197051)

The service is excellent, not rushed, attentive and caring

2025-03-12 20:00:22 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197055)

Everything was excellent

2025-03-12 20:09:16 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197057)

Doctor and staff all good

2025-03-12 20:10:14 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197058)

Doctor and staff all very good an helpful

2025-03-12 20:38:55 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197062)

Everything is very good so we don't have any complaints

2025-03-12 20:39:34 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197063)

Nothing

2025-03-12 21:43:17 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197066)

Communication back in reply, can be a but delayed and varies as to how uts communicated

2025-03-13 08:20:51 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197069)

Excellent experience from phone contact to make appointment. GP listened to my concerns, was reassuring, clearly gave me information with a full summary at the end of the consultation. Contact made to arrange an appointment for a test made the sane day.

2025-03-13 09:09:28 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197076)

More appointments for people

2025-03-13 09:45:41 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197077)

Reception staff at the Lane's excellent

2025-03-13 14:38:38 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197104)

NA

2025-03-14 06:13:41 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197114)

Good to see the Doctor again I forget his name now but he is always good. Knows his stuff " I'm waiting for a letter from the Royal Derby hospital for an appointment with the hand and elbow nerv damaged Clinic.

2025-03-14 19:49:23 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197165)

More available appointments could be helpful otherwise cannot fault the service.

2025-03-14 21:11:01 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197167)

No problems

2025-03-16 10:29:20 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197181)

Stop doing telephone appointments unless absolutely necessary

2025-03-26 14:07:43 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197596)

If there’s translation

2025-03-26 14:10:27 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197599)

Couldn't do better

2025-03-26 14:11:52 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197601)

Telephone call from doctor

2025-03-26 14:59:44 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197608)

I didn't feel that the.doctor really looked closely at my skin problem and was too ready to state it was psoriasis.without considering other possibilities.

2025-03-26 15:28:12 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197612)

Nothing

2025-03-26 15:44:26 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197615)

You gave excellent service, so can't think of anything you could have done better.

2025-03-26 16:29:44 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197617)

Good if not have to wait 6 weeks for steroid injection when in pain

2025-03-26 17:09:36 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197618)

Nothing he was very nice and really approachable - understanding and answered all questions

2025-03-26 18:13:01 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197621)

The Doctor I spoke to could not have done any better in my opinion. He was the kindest man. I felt he genuinely cared about what I was saying. He then gave me a follow up call the following week. He listened at a time I needed it the most and when he is at his most stretched as a GP. Sadly, I didn’t catch his name but whoever he was, he was fabulous. As was the receptionist I initially spoke with. I am so grateful for the cancelled slot…. Thank you both so much!

2025-03-26 19:29:25 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197624)

it took me 3 days to get appointment once got to see doctor service was very good

2025-03-26 21:17:20 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197627)

Punctuality

2025-03-27 06:36:08 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197630)

I was able to get an appointment on the day. The doctor prescribed something that has made me better.

2025-03-27 11:00:17 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=197640)

Cannot think of anything