

**Friends and Family Admin**

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

**November 2024**

**All Responses**

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

Free text question. There were 42 responses:

2024-11-12 12:10:58 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192366)

It is so hard to get a appointment with the doctors as the receptionist never want to give you a appointment.. I was told to go to a&e or ring 111 or walk in center as there was no appointments then once I had a go to say no I just want to see a doctor they booked me appointment

2024-11-12 12:14:58 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192368)

I asked to see a doctor and got a nurse who basically didn't give good advice. I was waiting over 20 mins before I was called in .

2024-11-12 12:24:18 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192372)

Have more time to deal with not just one issue

2024-11-12 12:29:02 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192376)

Dr. Sabir is a first class clinician. He listened to my problem and got me an immediate appointment with ENT at Derby Royal Hospital. An absolute five star service. Many thanks.

2024-11-12 13:52:52 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192388)

The doctor made me feel very comfortable, I’m a anxious person & im usually uncomfortable around others but he made me feel safe to speak honestly

2024-11-12 14:19:16 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192391)

Glad to get the doctor who isn't dismissive

2024-11-12 15:17:47 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192392)

Nothing excellent practice. Doctors,Nurses and receptionists are so kind and caring.

2024-11-12 17:14:27 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192399)

Really happy with the quality of professionalism from Dr Yousef. Receptionist on duty at that time was also really helpful.

2024-11-12 19:21:19 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192403)

Everything is good

2024-11-13 08:08:27 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192407)

Dr sanley/ Stanley interaction way was uncivilized & ill-mannered. He offers you to do this & do that where argumentative time really makes nobody comfortable Asked to be seen by alternative Dr later in week

2024-11-13 10:54:55 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192416)

Nothing really

2024-11-13 14:30:51 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192426)

I received a great understanding & advice:) Thank you very much

2024-11-14 08:18:00 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192445)

Nothing it really is good.

2024-11-19 12:53:14 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192599)

Receptionists at the front desk very unhelpful and dismissive

2024-11-19 13:10:52 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192603)

Dismissive, obstructive, prejudiced, out of date advice. Lyn bott

2024-11-19 13:12:51 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192607)

Needed to discuss issues with a doctor and the person I saw couldn't help with this

2024-11-19 13:17:40 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192610)

Everything is fine and your service is excellent. Thank you.

2024-11-19 13:24:33 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192614)

Nothing

2024-11-19 13:27:13 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192618)

Not happy at all

2024-11-19 13:28:43 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192619)

GP had the most amazing communication and interpersonal skills, sensitivity and warmth throughout my appointment. He has time to listen, empathise, ask questions and educate me as to my condition. Such A wonderful doctor

2024-11-19 13:36:16 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192621)

I felt listened and not rushed out of the door.

2024-11-19 13:39:09 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192622)

Ensure doctors practitioners listen to patients, have been ill chesty cough earache sore throats & reflux since june/July constantly. I am still in agony, but now on appropriate meds. And slowly feeling slightly better. But now terrified of lasting effects.

2024-11-19 13:42:44 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192623)

I thought Dr right was very helpful and made me understand everything and what didn't know which helped me greatly with myself she's was a lovely doctor very friendly person and feel like she's help me loads to my recovery

2024-11-19 14:47:59 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192634)

Dr yusuf is a great process that would always recommend

2024-11-19 14:52:17 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192635)

Appointment not on time, but Doctor era excellent Many Thanks

2024-11-19 14:52:38 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192636)

Appointment closer to my home,

2024-11-19 15:33:39 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192640)

Give more info on why changing medication

2024-11-19 17:33:53 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192642)

Try and adjust the manner of the staff to be less scolding for the circumstances that lead a patient to ask for an appoinment. I’ve been twice in the last month or so, and experienced the same feeling, that I am responsible for the condition I am in, and should seek over the counter products or services to resolve it. I specifically had a medication issue which I understand warrants a Dr review, but this didn’t happen dispute being told I should have asked for a double appointment and was then distanced from this review I experienced. Whereas I take accountability for some of the circumstances for my health, I have requested to see a Dr each time but seldom get this experience. I understand a triage element to appointment arrangments, but if the cost of seeing other healthcare staff is the feeling I shouldn’t have come in, then surely something is amiss in the surgery’s care provision. I think informing patients of who they are to see and if this can’t be a Dr then offering an informed choice? I don’t wish for a third instance of the staff I saw above, but don’t believe I have an option other than having to risk it should I need to cal again. I received a feedback request after then first appointment but chose not to report it as felt it may be a one off, but had this experience continue, which has left me reluctant to follow up in the future.which I feel I must share if I’m to hope for improvement.

2024-11-20 10:17:36 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192654)

I don't have any comments because u are doing well

2024-11-20 16:28:29 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192672)

To view and book gp appointments through systems online

2024-11-21 09:46:43 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192686)

More face to face contact with medical staff

2024-11-21 12:19:17 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192694)

Nothing at all.

2024-11-26 12:17:07 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192833)

Nothing excellent service as always

2024-11-26 12:18:12 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192837)

On this occasion everything ran very smoothly

2024-11-26 12:28:26 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192845)

Listen to our problems and try to help us

2024-11-26 12:38:35 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192849)

If we could call any times of day,to make appointment.

2024-11-26 12:42:09 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192851)

I was a little surprised to be asked why I needed a sicknote from the receptionist, I had already explained I was still not feeling well after seeing one of he surgery professionals the previous week. I had been told I needed to provide a sicknote by work. I was happy that on the 2 /3 occasion I called for an appointment I was seen. Within the hour and the call back service is good

2024-11-26 12:46:05 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192853)

I originally visited 2 weeks ago with a poorly chest. I had been coughing up green phlegm and was feverish & aching. The GP sent me away with antibiotics for an ear infection after I told her my ear hurt too however I have ongoing issues with my ear and have had 3 lots of surgery on it previously. On this appointment I felt quiet fobbed off like my chest wasn't and issues. 4 days later I visited the GP again with the same chest problem but now I also had diarrhea with blood. I was given antibiotics for a chest infection. 5 days later I rang to get an appointment as I still felt no better, if not worse and I had had some sharp chest pains. The receptionist was unhelpful and told me I couldn't have an appointment because I was already on antibiotics (I took the last one this day) I felt in such a low mood and became very upset on the phone. I felt no one was there to listen or help. I am a single mum of 3 and have no outside support. Being ill has caused me lots of guilty emotions. Iv not been able to go to work etc and I have been so low, almost suicidal. The receptionist response added to these already horrible feelings. 3 days later after the weekend I rang the GP to chase up my extended sick note as I needed to let my employer know what was happening. I also asked if I could drop a urine sample down to the surgery to be tested as alongside my poorly chest and loose stools I now had very yellow urine and tummy/back pain. I was told by the receptionist I could drop a sample into a pharmacy and they would dip test it. I drove to 3 different pharmacies but non would test my sample so I went to the surgery but they wouldn't test it either without and appointment. By this point I had lost all faith in my GP practice. I managed to get an appointment at the walk in centre that afternoon. The walk in centre doctor sent me straight to a&r with suspected pneumonia, she couldn't hear any air entry to my upper lobes. I spent most of lastnight in a&e, I was given an ECG, chest x-ray and bloods. I have now been given different antibiotics. During this last 2 weeks I feel a lot could have been avoided had the doctor I initially visited about my chest, listened to what I was saying.

2024-11-26 12:50:51 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192855)

Nothing everyone was very pleasant

2024-11-26 13:02:10 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192857)

Nothing

2024-11-26 13:03:49 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192858)

Would have been better to see a doctor

2024-11-28 02:53:49 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=192937)

It took me 18 months to get an appointment