

**Friends and Family Admin**

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

**September 2024**

**All Responses**

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

Free text question. There were 63 responses:

2024-09-02 13:10:14 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189487)

Nothing you are all doing a sterling job ! Had an appointment today with Nurse Rosie and totally blown away by her care, knowledge and empathy shown towards me ! Keep up the good work all of you it is appreciated

2024-09-05 17:02:50 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189630)

Poor service

2024-09-06 10:14:56 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189650)

Was cancelled on the day as I could not come in earlier

2024-09-10 10:24:03 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189786)

Don't insult patients

2024-09-10 10:48:22 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189796)

the text i received reminding me of my appointment contradicted the information i was given when i arranged the appointment (i was told it would be by telephone but the sms said it was at the lanes), so i needed to make a further call to check but my experience and service overall was good in my view.

2024-09-10 10:49:05 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189797)

I thought the Doctor was really engaging with my daughter and made her feel less anxious about the appointment. She was kind, had such a lovely temperament and was thorough and we felt listened to. A really positive experience

2024-09-10 13:01:37 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189820)

I was advised I needed calpol, but I havn't received the prescription yet.

2024-09-10 13:10:25 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189821)

Dr Wright is a brilliant doctor who listens very well so nothing to tell you this time

2024-09-10 13:18:38 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189825)

Answer calls more speedily. All you have is a recorded message about how busy you are. You give the option to be called back without losing place in queue. I have tried this twice and never been called back. Please delete this option from your message.

2024-09-10 13:24:19 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189827)

Nothing.

2024-09-10 14:06:28 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189832)

Service was efficient, staff were polite and professional.

2024-09-10 15:13:04 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189839)

The doctor I saw was caring and empathetic. I hope to see her again in the future.

2024-09-10 15:57:33 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189843)

Nothing

2024-09-10 17:56:38 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189851)

I was told to stop my hrt, because of bleeding and had to argue a little bit against it.... although a phonecall later in the day confirmed I could continue, with a continuous progesterone routine, I would have preferred to see someone who specialises in hrt

2024-09-11 07:35:02 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189856)

As a wheelchair user, I found it he ramp useful but it was difficult entering the building.

2024-09-11 08:04:38 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189858)

Answer the phones would be a great start, have face to face appointments without having to wait forever

2024-09-11 08:48:24 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189866)

No thing

2024-09-11 13:07:07 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189899)

First of all the GP Dr Jardoon who saw me was absolutely brilliant. She really listened and was very proactive which I appreciated. This is something I have not experienced for many years. My only complaint not really a complaint but improvements could be made in the answering of phone calls which takes a l o n g time. The reception has improved partly I guess by more experienced people answering phone which is more reassuring. Overall my experience of this practice is totally opposite to my past experience before I moved to Vernon Street. I can only hope this level of treatment can be sustained. Thank you for your care so far.

2024-09-12 06:56:46 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189931)

All ok

2024-09-12 19:10:02 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=189983)

Improve the appointment system and the time it takes to get through.

2024-09-17 04:26:36 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190222)

You are just good

2024-09-17 18:35:53 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190268)

Early follow up on the out come of the appointment.

2024-09-18 13:30:22 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190306)

Shorter waiting times on the phone

2024-09-20 14:28:31 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190407)

Nothing, I was very satisfied with the surgery as a whole.

2024-09-21 11:02:00 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190428)

Nothing that I can think of

2024-09-25 16:31:09 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190572)

Nothing tbf, I was very happy with the treatment I received.

2024-09-27 11:18:34 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190646)

Tell your Doctor that you have a second problem, instead of making another appointment, I’ve been stopped from telling the Doctor about another illness

2024-09-27 11:33:25 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190658)

I can't understand how your still operating under covid rules.when you ring Dr wright still gives the recorded message from covid times.you don't have blood test becouse of covid rules.im sure your the only practice working under covid rules

2024-09-27 11:41:12 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190662)

Carry on with the professional care your team gives

2024-09-27 11:42:53 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190663)

Nothing the service was fantastic

2024-09-27 11:50:48 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190669)

I was lucky and able to get an appointment same day. The Dr I was lovey and able to put my mind at ease.

2024-09-27 11:53:31 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190672)

Can always improve

2024-09-27 11:55:54 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190675)

Nothing to do better about

2024-09-27 11:56:09 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190676)

Was fine thanks. Well looked after me.

2024-09-27 12:01:51 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190678)

Nothing, I was very satisfied with my consultation and treatment. Many thanks to you all n

2024-09-27 12:04:33 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190680)

I always receive excellent care for my health, thank you very much ♥️

2024-09-27 12:08:09 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190685)

My telephone appointment was booked for 20th September. I never received a call. I even called the surgery at 5pm and they told me I would be getting my appointment call on the same day, this did not go ahead. Very poor service!

2024-09-27 12:10:24 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190689)

Longer time for disabled patients - a 10 minute slot is short for a disabled person with communication and physical issues.

2024-09-27 12:15:50 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190693)

Keep on improving

2024-09-27 12:16:32 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190695)

On my last visit you couldn’t have done anything better

2024-09-27 12:47:30 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190705)

Get an appointment sooner rather than having to wait a week

2024-09-27 12:59:14 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190707)

Nothing

2024-09-27 13:14:52 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190709)

Cannot think of anything that could be better.

2024-09-27 13:27:44 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190710)

I am very happy with my doctors and the services they offer. I am very grateful to them all. The doctor I saw was very kind and helpful and all the reception and support staff are as well, thank you

2024-09-27 13:47:37 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190718)

It's not easy to get through

2024-09-27 14:37:04 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190725)

To see a doctor of my choice, every appointment. Thanks

2024-09-27 15:32:02 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190732)

All good

2024-09-27 16:14:02 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190733)

I was able to speak to the doctor about health issues and not feel I was being pushed out the door. Excellent service!

2024-09-27 16:42:06 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190734)

I was very impressed and satisfied with my visit so can’t think of anything to have made it better

2024-09-27 17:26:03 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190738)

The nurse was kind enough to phone me regarding my medication but unfortunately she was not very clear with her instructions so she had to phone again to explain which I appreciated .this is not necessarily a reflection on her because it was a complicated message I thought. Nevertheless she had a kind tone .

2024-09-27 17:36:54 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190739)

More slots available at Vernon street.

2024-09-27 21:13:21 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190744)

The Dr I saw was very nice, I didn't feel rushed, he listened and was thorough with his assessment. Thanks.

2024-09-28 04:05:22 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190757)

Everyone was very considerate as helpful

2024-09-28 09:36:19 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190762)

Doctors made promises they didn’t deliver

2024-09-29 10:17:28 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190767)

Request an appointment as I had a sinus infection, advised gp would phone me but no call by 4pm so I called back to get a message saying everyone was on training, I had a call the next day from a practitioner and advised that I gained appointment through 111 with the pharmacist who prescribed antibiotics, no apology !

2024-09-29 14:57:36 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190769)

My consultation was professional and friendly so cannot see how it could be improved.

2024-09-30 10:36:57 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190808)

No

2024-09-30 10:38:23 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190809)

Excellent

2024-09-30 10:42:40 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190813)

Potentially make the appointments slightly longer as I struggled to fit everything I had to say into the allocated time?

2024-09-30 11:03:01 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190819)

I just started filling this up but took me off? I'd already replied before this one as well. Saying I need messages of my health problems text or written ones I was trying to finish it but I was cut off? When I ticked the next box do you know what had happened?

2024-09-30 13:03:33 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190838)

All staff and doctors is good

2024-09-30 13:36:59 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190844)

It would b good if can an early appointment

2024-09-30 15:37:18 [View entire form](https://vernonstreetandthelanes.co.uk/fft-admin/?sp_form_show_id=190863)

No your good at what you do