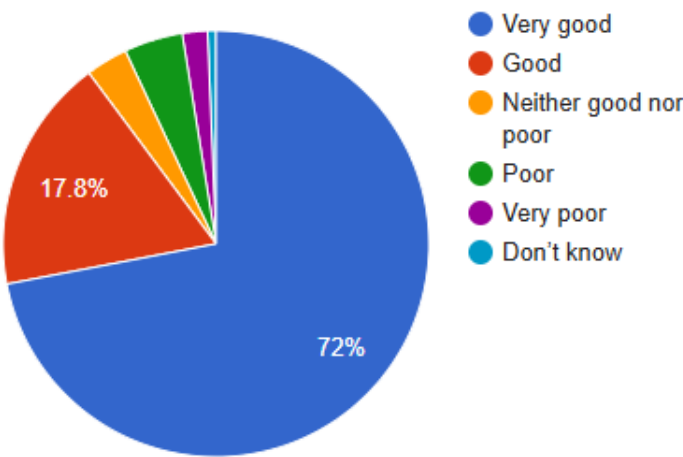


# Report on NHS Friends and Family Test - Patient Feedback..

## All Responses

Q: Thinking about your recent appointment - how was your experience of our service?



Options	Total
Very good	113
Good	28
Neither good nor poor	5
Poor	7
Very poor	3
Don't know	1

Total responses: 158

# 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 59 responses:

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2025-08-01 16:01:59

Physio gave me exercises for foot/knee problems but it's my back that hurts. I rang surgery and was told a message would be sent to physio but to date nothing received so I will carry on doing only 3 exercises as the other 3 exercises are irrelevant

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2025-08-03 07:13:37

I was very appreciative of the advice and support the doctor offered.

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2025-08-12 09:07:43

Times needed when prescription review not just a date. Why the need to see a nurse when we do blood pressure reading at home?

---

2025-08-12 09:16:06

Nothing.

---

2025-08-12 09:21:20

Nothing to improve, the service is leaps and bounds over my previous GP. Had a referral the same day for a specialist. Keep up the amazing work.

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2025-08-12 09:48:32

If you could make it less traumatic trying to get an appointment. I feel fairly traumatised every time I have to consider going through the hoops. It means I've had something on my forehead for probably a year that I just couldn't face trying to see somebody about.

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2025-08-12 09:57:16

Dr Yousef is amazing such a lovely manner and so helpful.

---

2025-08-12 09:57:43

This appointment with Dr Yuseff [sic] was very good. I had answers to my questions with zero messing about. Some of the GPs at this surgery have terrible etiquette/bedside manner. In my opinion.

---

2025-08-12 09:59:39

Make more appointments available for bookings

---

2025-08-12 10:00:27

Nothing, was a lovely appointment

---

2025-08-12 10:01:36

Professional friendly welcoming atmosphere.

---

2025-08-12 10:03:21

Stay as you are your amazing people and care very much about your patients,

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2025-08-12 10:06:07

I think I need mobile phone contacts regularly regarding appointments needed our postmail isn't coming very regularly

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2025-08-12 10:21:08

Long waiting time for phone appointments

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2025-08-12 10:34:04

A doctor that will listen at 4.15pm not rush me out of the door i didnt get chance to explain anything to him .

---

2025-08-12 11:17:22

Some receptionist not as knowledgeable as others

---

2025-08-12 12:29:49

Nothing. Everything worked promptly and efficiently.

---

2025-08-12 14:53:06

Nothing, the Doctor was excellent, very thorough and accomodating

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2025-08-12 15:33:00

Going on two buses to see a doctor is not a climate friendly use of resources when are we going to get internet enabled cosultancy when there is no measures to consider bp heart beat etc like I me and my engineers were doing. 30 years go not only across the country but across continents.

---

2025-08-12 19:14:38

No telephone appointment has been received

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2025-08-13 06:14:04

Give me lots of money

---

2025-08-13 12:58:40

I just wanted to have a blood test form for thyroid function as lit is overdue. Reception can not print it asked to mske an appointment. Phoned next day given a telephobe appointment in the afternoon. Waited all say for the caal.GP called in the evening and left a messase .

---

2025-08-13 21:19:47

N/A

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2025-08-14 12:24:13

Make more appointments available for bookings

---

2025-08-15 15:12:28

I had telephone appointment with Dr. Okorare, and prior to this I mentioned that it is for blood results discussion and the Doctor was informed about it, however during the conversation it seems like she's eating and rushing and very dismissive with my questions, if she doesn't like being asked she should have discussed the results because that's the reason of the appointment then every question that I asked feels invalid and dismissed. It was disappointing because it is hard to get an appointment then you will speak to someone not interested and did not make you feel comfortable. On the other hand, Dr. Mutaz was such a good Doctor when I had the telephone appointment after my A&E attendance, I felt validated and he was the one who suggested to do further test because of my symptoms and found out the reason of my illness because A&E will not do anything because it was not urgent.

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2025-08-19 09:16:44

We need less time to contact you

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2025-08-21 15:46:35

Don't know how phone system works ring at 8 30 am no answer till 9am then no appointments left.

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2025-08-25 15:38:39

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Let me see a doctor

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2025-08-28 10:00:15

Parking at the lanes is terrible. There was a taxi parked diagonally across the disabled space and he wouldn't move

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2025-08-28 10:24:50

Air con upstairs

---

2025-08-28 10:27:36

Just lost my partner of 33 years and Dr wright could not have been any more helpful thanks

---

2025-08-28 10:32:15

The doctor was lovely giving me time to explain why I'd never requested a appointment before He then requested a full blood test he was so considerate Thanks

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2025-08-28 10:34:56

No better

---

2025-08-28 10:35:09

not to wait too long but everyone was very nice

---

2025-08-28 10:38:30

Nothing

---

2025-08-28 10:38:58

Nothing.

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2025-08-28 10:39:08

I didn't receive a phone call appointment I was expecting

2025-08-28 10:40:56

Your practice is excellent,your staff at Vernon street go above and beyond,The lanes reception staff could learn from them

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2025-08-28 10:43:28

My doctor was compassionate. Understanding and didn't make me feel stupid or like my problems were made up.

---

2025-08-28 10:45:42

Nothing

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2025-08-28 10:49:13

I explained to the GP that I am still having ongoing issues and felt i still had an infection. The Gp told me its probably muscular pain. Prescribed me painkillers. I felt deflated as if i was not being heard.

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2025-08-28 10:52:23

I couldn't have wished for better care for my child. Thank you!

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2025-08-28 10:53:29

All good. Quick appointments good instructions . Surgery is always good. Jill

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2025-08-28 10:54:58

I was very happy with my treatment, the doctor was very professional and I felt he took my health seriously.

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2025-08-28 11:16:19

Face to face would be better.

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2025-08-28 11:18:43

I have submitted a feedback form with further information.

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2025-08-28 11:18:44

Dr Yousef is a lovely doctor.He is thorough,understanding and professional.

---

2025-08-28 11:25:46

N/A

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2025-08-28 11:27:15

Felt like i was rush and i tell doctor i had a double appointment

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2025-08-28 11:57:06

The nurse that administered my vaccinations was super . My issue isn't with her However the lady who rang me regarding appointment was appalling and I have raised with the surgery who said she hadn't done anything wrong. Her attitude over the phone was dire and I suggest someone takes a moment to listen to the phone call again

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2025-08-28 11:59:07

Appointment arranged on the same day and resolved all my needs.

2025-08-28 12:06:01

We appreciate your support and I hope to continue to give

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2025-08-28 12:40:59

Doctor seemed to be disengaged with appointment, didn't meet expectations like other appointments have

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2025-08-28 14:03:23

Very satisfied with the service we have received, staff both friendly and helpful

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2025-08-28 14:55:47

Dr Robertshaw was absolutely amazing and I wished to have her as my doctor every time and I felt heard and listened to, I have been going through a lot of pain that's everywhere in my body and she got me a prescription and X-rays which was extremely helpful and caring. The other doctors that I saw before and after Dr Robertshaw I do not have the same opinion about I did not feel like they listen and I felt brushed aside like there was nothing wrong with me. Other than that I really like having the lanes as my go to place it's inviting and very clean plus the receptionist are lovely.

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2025-08-28 18:17:34

I got a next day appointment-which I was very grateful for and very professional appointment.

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2025-08-29 08:19:47

Ys ok

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2025-08-29 09:12:11

Everything is excellent, staff are accommodating, and helpful.

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2025-08-29 11:15:21

Nothing- It was very professional and efficient