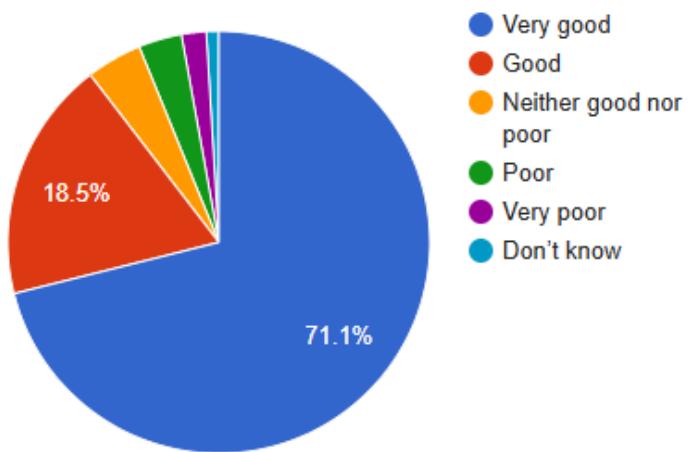


Report on NHS Friends and Family Test - Patient Feedback..

All Responses

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



Options	Total
Very good	150
Good	39
Neither good nor poor	9
Poor	7
Very poor	4
Don't know	2

Total responses: 212

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 87 responses:

2025-07-03 10:44:17

No improvement needed

2025-07-03 10:48:04

The opointment was gust right

2025-07-03 10:58:37

Lanes is much better than vernon st

2025-07-03 11:13:27

Nothing at this appointment

2025-07-03 11:14:20

Thank you for your good service and help

2025-07-03 11:18:01

You could make all of your Doctors look to Dr Carson as a role model. She is the best in her field.

2025-07-03 11:19:24

Quick and straightforward. No waiting around. Nurse was very helpful.

2025-07-03 11:25:42

Great service as always thank you

2025-07-03 11:34:05

Receptionist who made appointment was quite abrupt but doctor was nice and professional

2025-07-03 11:43:38

The doctor was not helpful at all. I wqw spoken to as though i was being dramtoc, even though ive has stomach issues for a couple of years and bad allergies, which i cant seem to get tests for. I asked for blood tests at least and hes yet to send them. When i asked quickly for him to look at a mark which has appeared on my face, he stated " i dont have time for that, make another appointment." You can hardly ever get appointments, amd given that my Dad has had six lots of cancer, i thought that he may help to put my mind at ease. The reception staff were lovely and v helpful, chasing my new prescription which he was supposed to send to the pharmacist.

2025-07-03 11:54:33

More than happy everyone was extremely welcoming and helpful

2025-07-03 12:09:14

I saw the locum GP with my daughter. The doctor was not child friendly at all and never addressed my daughter once. We had had my daughter's asthma assessment immediately before the GP appointment and the nurse said she would send the results to the GP. On entering the room the GP asked me what the nurse had said the results were, I didn't have all the information and asked the GP if I should go and fetch the nurse as I was unable to pass this information on to him in medical terms. He got a little impatient with me and I asked him again if maybe he should speak to the nurse as she was only in the next room along. The GP also suggested I was applying my daughter's eczema cream wrong however I

Vernon Street Medical Centre - Page 1 of 7

have followed the instructions given by the pharmacist and the leaflet inside. When I asked for the correct way the GP didn't answer me but asked me what's next, is there anything else?. I found him quiet rude and as I say not child friendly at all, he never spoke to my daughter once. After the appointment I was going to speak to the receptionist but she was busy with a customer so I left it as I didn't want to make a fuss.

2025-07-03 12:13:58

N/a

2025-07-03 12:18:14

Unfortunately I was at Royal Derby Hospitalso was unable to atte d

2025-07-03 12:20:57

Mr yusef is the best doctor iv ever seen in my life. He listens to my needs and helps me when he can.

2025-07-03 12:46:42

I specifically asked the doctor what one of blood results was he wouldn't tell me and they aren't on my app for me to see

2025-07-03 14:09:10

Make it easier to get a GP appointment, i kept being told to ring back next day as all appointment have gone for that day and that was before 9am each day. It was only because i had a appointment with a nurse for an injection and i ask her about it and she said a Dr needed to see it and she booked me appointment for later that day but i was told in the morning no appointment available, she must be able to work magic .

2025-07-03 14:30:29

All the Doctors and Nurses are fabulous.

2025-07-03 14:49:23

Everyone was really helpful today, reception staff, helpful, calm. Doctor was great with both children, he spoke to them really well as well as talking to me as the parent. Very reassuring. Thank you all for your support today.

2025-07-03 16:26:51

NOTHING REALLY. SEEING THE DOCTOR DOWNSTAIRS AT VERNON STREET, MADE THINGS VERY CONVENIENT FOR ME.

2025-07-03 17:34:10

Naproxen 500mg prescribed for my bad back but after taking 1 tablet I couldn't stop sneezing and runny nose for a good few hours and kept me awake at night. Please do NOT prescribe again! I get same symptoms if I use Ibuprofen

2025-07-03 19:23:20

Very insistant for me to continue on with my anti depressys

2025-07-05 11:19:32

Doctor didnt listen to me, dismissive, condescending and insensitive. Horrible experience with him. Considering makinf a complaint and working with PALS/ombudsmen in future if i review the same. On a positive side the reception was lovely, friendly and helpful.

2025-07-05 11:20:45

Doctor was insensitive, condescending, unwilling to help, very dismissive. Pointless ne trying for help. In future will make complaints and raise it. The reception though were very friendly and helpful.

2025-07-09 12:28:09

Vernon Street Medical Centre - Page 2 of 7

Making an appointment remains difficult, especially if you struggle to make phone calls.

2025-07-09 12:32:11

Injection was significantly more painful than normal for some reason

2025-07-10 15:35:14

Nothing-booking appointment was simple, appointment was on time and treatment sorted.

2025-07-10 15:39:57

Quicker access to see the Doctor

2025-07-10 15:57:21

Always a steriling service

2025-07-10 16:02:20

Always good

2025-07-10 16:11:23

Treated professionally

2025-07-10 16:21:47

Nothing as I rang first thing at 8.30 and received an appointment for 9.30 that same day.

2025-07-10 16:23:12

Excellent friendly service , well done Les Baynton

2025-07-10 16:26:37

If there was another way to make appointments. I have to set off to drive my daughter to school at 8.30 so she has to be late to school if any of us need to try to make an appointment. The doctor was lovely though and really thorough and kind - thank you!

2025-07-10 10:35:45

Asked for my actual blood results wouldn't give them to me and still haven't been put on the app even though rang and requested this

2025-07-10 17:16:36

Reason for score waiting for blood test and results of xray so need another app

2025-07-10 17:56:16

Better way of booking appointment for deaf people. We have to ring them instead of email or meet in person to book appointment.

2025-07-10 18:29:28

Give the date of the appointment the question is for, following an appointment in the surgery Friday, the following Monday was a doctor phone appointment

2025-07-10 21:38:59

Dr B Okorare was just amazing! She listened everything and put my worries at rest and has got me on the right path of treatment. I feel calmer knowing my problems are going to be solved.

2025-07-11 05:36:28

Discussing problems fairly and I thought the nurse was very good on job. Sometimes it nice to listen to patients that helps and is medication too.

2025-07-11 06:58:03

I feel like the doctor didn't listen to me & went ahead & reduced my medication without informing me first,
Vernon Street Medical Centre - Page 3 of 7

who also made mistakes & forgot to re order certain medication resulting in me having to wait days for it to be authorised.

2025-07-11 17:14:40

Pharmacist was able to book appointment for me the very next day. If I'd had to call myself when the lines open at 8.30 am, I'd have been waiting weeks before getting lucky.

2025-07-14 21:36:54

Always been happy with the surgery and how I've always been treated

2025-07-17 10:40:09

A wonderful woman who took the pressure off me by allowing me to properly explain the issue. I have only good things to say about this doctors it is head and shoulders above the other ones I attended wher I loved before for 20 years in Alvaston.

2025-07-17 10:44:09

Once admitted waiting hours for medication and if inconvenient can wait 2hrs before they come

2025-07-17 10:52:33

Im a new patient, and im very happy with the care I've been given,

2025-07-17 10:56:44

Always treated as an individual with respect and given excellent Customer Care

2025-07-17 10:57:21

Be able to book appointments days in advance

2025-07-17 11:10:23

Felt like i got rushed out the appointment, dont wish to see that lady again.

2025-07-17 11:21:57

Nothing

2025-07-17 11:25:33

My last experience was absolutely amazing. Professional, respectful and kind as human nature, as it should be!

2025-07-17 11:30:46

I cannot think of anything

2025-07-17 12:53:48

More time could have been spent on signposting grief counselling rather than the standard links provided. It seems that the only help I can get would be for me to pay a therapist (c £80 per hr) since it would appear that a 1 to 1 service is not covered by the NHS.

2025-07-17 12:56:05

I arrived on time and got a "Good Morning" from the receptionist. This made me feel welcomed by the surgery. At the time for my appointment the particular GP opened the door shouted my name in the waiting room, saw me get up and she went inside. I walked into the room and she had her back to me, I sat down and she never looked up to acknowledge me but simply said " what is the problem?" This is a very poor start to have a GP consultation and the very basics have simply been ignored. I was annoyed but carried on with my appointment as I just wanted my medical issue dealt with. We can all appreciate that GP are under pressure but as a patient we do deserve the basic greeting when we are seen. Every GP is different and every visit will reflect how good or bad the appointment went simply based on doctor and patient interaction. Therefore my visit to the surgery and reception staff were excellent but the

Vernon Street Medical Centre - Page 4 of 7

negatives started when I entered the doctor consultant room.

2025-07-17 13:15:05

The doctor seemed almost bored that I was there. She asked me to tell her why I was there then proceeded to open her phone and read from it. To give her the benefit of the doubt, she may have been reading something to help, but I was told 'Just wait'. A smile wouldn't have gone amiss either. I have been really impressed with the doctors I have seen recently, but unfortunately not this one.

2025-07-17 15:15:26

Just be able to ring and get an appointment when needed two very hard sometimes to get an appointment

2025-07-17 15:57:28

Dr stanely gave myself excellent advice regarding my son jaxsondeep appointment and was very kind and had plenty of patience with my son's which is very reassuring.

2025-07-18 06:40:19

Everything was 100 per cent

2025-07-19 09:40:59

Had good chat with the doctor face to face and results of tests

2025-07-20 20:58:03

Services on point

2025-07-22 07:50:18

Everything is excellent.

2025-07-23 18:55:02

On this occasion nothing could have been better.

2025-07-28 10:00:44

Friendly and helpful.

2025-07-29 10:36:03

Doctor was great

2025-07-29 10:47:01

Seen physio yesterday but exercises he gave me I didn't complete as too painful so went for a walk instead

2025-07-29 10:53:18

All good

2025-07-29 10:58:44

Apt ran 30 mins over

2025-07-29 11:21:28

Clean tidy surgery Prompt appointment

2025-07-29 11:24:58

None

2025-07-29 11:32:15

Lovely kind doctor listened to my chest and also gave very good advice thank you

2025-07-29 11:35:15

Vernon Street Medical Centre - Page 5 of 7

This was the best face to face appointment I have add

2025-07-29 11:36:11

Appointments that can be booked ahead.

2025-07-29 11:36:23

Telephone consultations not always appropriate. I had surgery aptt after 2 unsuitable telephone contacts. Felt listened too and happy with outcome

2025-07-29 11:38:40

Appointments closer to time booked but appreciate this is not always possible.

2025-07-29 12:01:52

I actually thought I would be booked for a test but no tests offered.

2025-07-29 12:24:23

The care I've received has been excellent, just can't express how grateful I am, many thanks to you all,

2025-07-29 12:51:28

Nothing, I was seen on time, the doctor listened to my problems, examined me and prescribed antibiotics. I received a text for a further test to ensure I was infection free.

2025-07-29 14:31:18

Nothing

2025-07-29 14:53:41

I was assisted to book my online sick note and it was so easy and simple.

2025-07-29 15:45:39

Handle by the main door for the disabled.to help get up and down step.

2025-07-29 15:56:53

I had an appointment with the Physiotherapist. Apart from gathering some information about me and my hand problem, I was disappointed that he did not practically carry out any physiotherapy on my hand, or take me through any of the particular physio exercises.

2025-07-29 17:06:21

Get more doctors like Dr Fraya she's amazing the first doctor that actually listened and asked what I needed

2025-07-29 19:05:54

Make a separate booking time for evening surgery, not everyone can phone at 8.30 and it gives more people a chance to make an appointment

2025-07-29 21:33:54

I would like the old patient portal where we could send a message and wait for clinicians advice for about 2 - 4 days.

2025-07-30 18:44:40

Never received phone call from doctor!!

2025-07-30 22:28:15

I didn't feel I was given a clear view of the problem or how to fix it. I was in my physio appointment for less than 20 mins. I was not shown any exercises - just told I would be sent a link to exercises and that he'd follow up with a phone call in 5 weeks.

Vernon Street Medical Centre - Page 6 of 7

2025-07-31 07:54:26

Could have been a little more explicit give more attention.