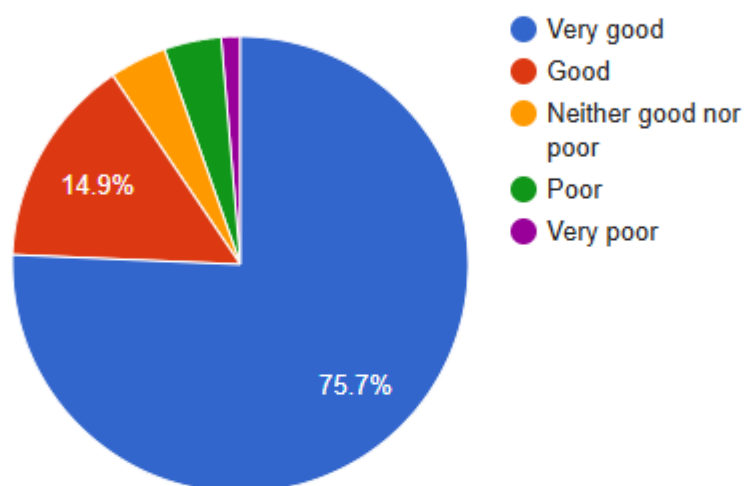


## All Responses

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




Options	Total
Very good	56
Good	11
Neither good nor poor	3
Poor	3
Very poor	1
Don't know	0

**Total responses: 75**

Microsoft Search (Alt+Q)

Just start typing here to bring features to your fingertips and get help.

 [Tell me more](#)

## Family Test - Patient Feedback

Anything that we could do better:

Free text question. There were 37 responses:

2025-06-10 10:07:15

Arrived at 8:20 for my 8:30 appointment. The doors were locked and we waited outside. My issue with this is once the doors were unlocked at 8:38 (late for appointment) the person who unlocked the door didnt acknowledge us and let us know theyd actually unlocked it so we had waited outside longer the doctor then came into the waiting area saying that a patient was late however they wasnt they wete waiting outside!

2025-06-10 14:46:34

To be able to book appointments ahead.

2025-06-11 06:57:51

Knowing how long appointments are going to be..

2025-06-12 10:58:58

To be able to make an appointment at the surgery

2025-06-12 11:07:06

On this occasion nothing at all. The doctor was very good

2025-06-12 11:13:43

Im wont to reebok prescription every month

2025-06-12 11:14:27

The doctor, Dr Robershaw wa very understanding of the issue, knew exactly what could be plausible causes, explained what they were and advised of the treatments in detail. She was very thorough and covered the next steps to issolate the problem, including blood tests to highlight the issue(s).

2025-06-12 11:21:27

I felt comfy & i was listened too & all was answered with respect Thank You

2025-06-12 13:21:47

No better

2025-06-12 13:50:02

Nothing

2025-06-12 17:43:45

Nothing the Dr was very thorough

2025-06-12 21:37:44

Nothing, I was pleased with the whole process

2025-06-13 06:36:24

I have NOT had a recent appointment.

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2025-06-14 14:08:49

Nothing on this occasion

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2025-06-14 14:46:16

Explanations/clarity around the concerns the patient has expressed would be reassuring.

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2025-06-16 18:32:23

Nothing - dr robertshaw was as always excellent

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2025-06-17 12:29:42

Not wait for a decision as it was worrying if I was suitable could receive a referral elsewhere Saying that the response came back the next day

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2025-06-18 13:05:29

I booked the appointment stating that the symptoms I had attended with previously had worsened. These were on file but were not fully referred to. No enquiries were made as to how much worse they had become or, for example what levels of pain were experienced. I felt that the doctor showed a lack of empathy regarding the affects of the problems I have on my quality of life and how limiting these problems are becoming. I was seeking assessment and investigations, rather than a "keep taking the tablets", symptom by symptom approach. A holistic view would have been preferred. Problems arose from the 10 minutes per patient rule, it being impossible to present several interacting health problems in the time allocated. I understand - and heard - the doctor's problems with the system and the personal affects on them but I was left with issues unresolved myself. "Make another appointment" was not well received under the present system and the difficulties of booking an appointment experienced. I have been referred on and some tests have been booked but the whole experience and future prospects could have been much better.

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2025-06-26 13:24:35

Can't think of anything.

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2025-06-26 13:28:03

The actual appointment was great however trying to make the appointment was really difficult

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2025-06-26 13:58:09

More availability of appointments please

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2025-06-26 14:09:03

I asked the doctor if she could take my blood pressure as I thought this might be related to my health issue. The doctor declined to take my blood pressure stating that I only had a 10 minute appointment and she did not have the time as she had other patients to see and had to write me a prescription. I felt undervalued and also dismissed about my care.

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2025-06-26 14:13:45

Poor communication from the Doctor. Felt as if we were rushed throughout the appointment, with the Doctor mentioning several times we needed to hurry up and also checking the appointment schedule for the next patient.

2025-06-26 14:14:26

Nurse was compassionate and communicated well for newborn vaccines.

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2025-06-26 14:14:50

When is the appointment of specific doctors to patients being introduced

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2025-06-26 14:29:13

Dr. Yousif was very helpful, kind , understanding, listening, and provided me with right on spot treatment for my son thank you

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2025-06-26 15:36:08

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Always good

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2025-06-26 16:26:34

Overall I like coming to the surgery and always feel treated with care and respect. I also appreciate that further test are approved most of the time. It would be helpful if more specific advice could be given. For example, I suffer from constipation and indigestion due to post-surgery adhesions. In turns of remedy I was advised to take fybogel and drink peppermint tea. It would be great if the NHS could provide info on appropriate diet.

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2025-06-26 17:06:12

All was good

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2025-06-26 18:53:15

Possibly more po

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2025-06-27 05:52:09

Waiting for an appointment on the phone takes too long.

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2025-06-27 06:34:08

Just having to wait 20 mins for phone to be answered, when trying to book appointment.

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2025-06-27 08:22:41

Appointments. If you work full time how can you make a telephone appointment from 8.30 without taking time off with no guarantee of getting an appointment?

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2025-06-28 07:39:36

Nothing as Vernon Street Medical Centre is a 5\* service. The doctors and staff are outstanding and are always helpful and reassuring. Many thanks.

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2025-06-28 09:49:25

Tèll the patient he or she will be seen soon. In order that they're not worried.

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2025-06-30 06:55:04

Advice on any follow-up issues please Thanks!

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2025-06-30 12:09:20

Doctor was very professional and helpful. Would recommend her to other patients who are with a different surgery.