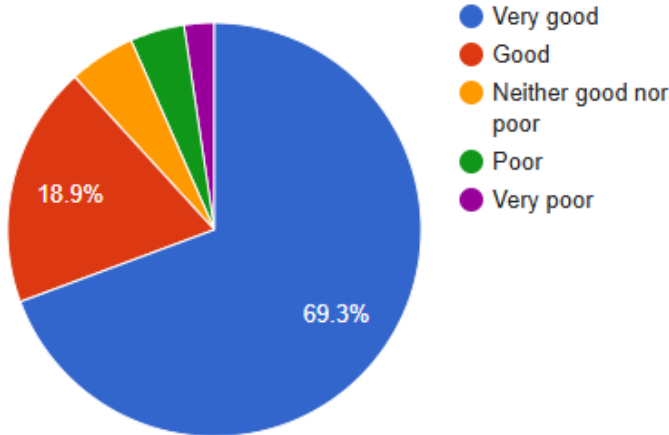


# Report on NHS Friends and Family Test - Patient Feedback..

## All Responses

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



Options	Total
Very good	147
Good	40
Neither good nor poor	11
Poor	9
Very poor	5
Don't know	0

**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 94 responses:

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2025-11-02 13:42:47

Nothing

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2025-11-03 04:58:19

Doctor excellent antibiotics worked

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2025-11-06 11:13:35

Need quicker appointments

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2025-11-06 11:20:27

Very caring and supportive practice

---

2025-11-06 11:26:46

I'm very tired.

---

2025-11-06 11:49:58

It would make more sense to take blood for a test at the surgery , rather than send a patient to the hospital

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2025-11-06 12:25:19

I am satisfied with the support I receive

---

2025-11-06 13:40:56

Dr cavanagh is probably the best dr I have seen in a long time

---

2025-11-09 16:46:43

Dr Carson very patiently listened and explained my concerns and advised different tests to make sure something serious is not going

---

2025-11-10 13:51:56

Dr Carson very patiently listened and explained my concerns and advised different tests to make sure something serious is not going

---

2025-11-11 06:21:05

Everything's good for me

---

2025-11-11 10:02:32

nothing

---

2025-11-11 10:18:46

No recent apps, housebound at present home visit went very well

2025-11-11 10:20:26

Today 11/10/25 receptionist was polite professional and patient. How ever previous interaction's with certain receptionist's has been unprofessional dismissive and rude to even ending the call on me. Made false accusations about me on my nhs app!

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2025-11-11 10:22:42

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All good and very much appreciated

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2025-11-11 11:33:22

Best GP service! People are nice and very efficient. I could not be asked to move somewhere else.

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2025-11-11 11:35:34

Na

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2025-11-11 11:42:37

Very happy with managing appointments and extremely happy with the Dr and nurse I saw.

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2025-11-11 11:42:44

More receptionists or phonelines

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2025-11-11 11:49:41

I would have preferred to have the option to go to The Lanes for an appointment. Trying to make an appointment (for an non-urgent issue) was hard and took almost a week.

---

2025-11-11 11:54:37

Tried to make an appointment for the following week but next one wasn't until December so phoned the following day and got an on the day appointment

---

2025-11-11 12:00:13

Nothing

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2025-11-11 12:16:45

More time The appointment felt rushed and not helpful I'm a nurse and would treat my patients better The GP I saw although nice seemed tired and I felt just wanted to tell me the bare minimum I didn't feel

---

2025-11-11 12:24:53

Nothing. Best doctor I've seen in a long time. Booked the appointment in advance, went straight in on arrival. Finally getting help with problem I've been having for a while. So glad I swapped surgeries, much prefer this one.

---

2025-11-11 12:30:18

Very good 10 minutes not enough time i needed yo talk regarding 3 things ran out of time was told to book another appointment

---

2025-11-11 12:30:30

Nothing

---

2025-11-11 12:33:28

It was a decent appointment

---

2025-11-11 12:35:54

I requested a male doctor for the examination and it was a female. Was told on the drive back home that they needed a urine sample. So I purchased a specimen bottle from the pharmacy took it to the surgery only to be told the next day it was labelled wrongly by someone and it had to be repeated. Was also told all the information would be on the computer to let the staff know what form to print out this also was not done.

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2025-11-11 12:40:55

Keep Dr Doswell! She has been instrumental in helping my family go through crisis and I am sorry to hear she is leaving, but wish her well. Thank you!

---

2025-11-11 12:41:06

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Nothing! So supportive

---

2025-11-11 12:48:54

I am being the doctor is very good very helpful and kind

---

2025-11-11 12:58:33

Very please with the way I was treated

---

2025-11-11 13:04:46

The locum doctor was a bit uninterested and kept interrupting but we got there eventually

---

2025-11-11 13:06:40

no

---

2025-11-11 13:07:15

I complained about my symptoms and the doctor didn't recommend any tests. He told me to book another appointment

---

2025-11-11 13:52:44

After my appointment at the surgery I was sent for an emergency blood test. My blood test was on Friday 31st October but my blood results were not looked at until Wednesday 5th November. I needed to visit the hospital for further treatment. I feel that looking at my results sooner may have reduced my period of illness. I feel that flagging up results that need urgent action would improve the service you provide.

---

2025-11-11 14:01:23

It is so hard to get an appointment when your there you want to discuss a few things but get told one issue one appointment which to some extent I understand but it's so hard to get appointments

---

2025-11-11 14:26:37

N/A

---

2025-11-11 14:55:39

If your problem could wait a couple of days and you've never missed an appointment you could pre book

---

2025-11-11 15:00:59

Nothing

---

2025-11-11 15:02:47

The doctor listened and responded accordingly. The receptionist was very pleasant.

---

2025-11-11 15:19:47

Satisfied, especially with the Doctor that attended to me, she was intentional and kind

---

2025-11-11 17:42:38

Very good

---

2025-11-11 20:16:43

Nothing - it was all 10/10

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2025-11-11 20:21:47

Telephone appointment through the Reception needs to improve, more friendly approach will be

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---

appropriated.

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2025-11-11 20:25:19

Very good

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2025-11-11 20:38:19

If its not broken leave it

---

2025-11-12 02:51:33

Nothing

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2025-11-12 07:54:20

Can't always get to see a doctor reception lady who always says they completely full won't even give an appointment for the next day or next week! The 8:30 morning call needs to change it's a ridiculous system that doesn't work if you struggle to make that to make that call in the morning due to ill health. When can we get the grown ups to discuss this Jesus Christ !

---

2025-11-12 08:41:50

This appointment was for my child. The Doctor was just lovely with him and no! I couldn't have wished for better care, understanding and the Doctor was so gentle with him! You do an amazing job, thank you for looking after us!

---

2025-11-12 13:26:53

Tea and coffee ☐☐

---

2025-11-13 15:34:27

Cut down on waiting list for a simple procedure that takes two minutes to do. Doctor tried to diminish my concerns about needing a blood test and I had to really push for one.

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2025-11-17 10:36:35

The entry door too heavy, for some people like me

---

2025-11-18 10:02:46

No comments, I've been very happy with my appointments, and the continuity of my care. Thanks.

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2025-11-18 10:18:50

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My appointment with the doctor was late but i can understand because he listens and has time for you. When you are anxious this means so much not being rushed

---

2025-11-18 10:23:45

On this appointment i was so happy with the doctor i hadnot seen before she diagnosed my ear pain gave meds and advice.i also got appt same day

---

2025-11-18 10:27:06

I am very happy with the care I have received so thankyou is in order

---

2025-11-18 10:29:04

Nothing. It was excellent. The Dr listened and helped.

---

2025-11-18 10:34:54

Checking in device was not registering patients so waited longer than normal until receptionist realised the doctor was not seeing anyone

---

2025-11-18 11:07:27

Waiting time for appointments should not be more than two days

---

2025-11-18 11:31:37

She was very good

---

2025-11-18 11:34:09

Nothing! Rosie was exceptional! Thank you

---

2025-11-18 13:29:42

Nothing

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2025-11-18 13:30:23

I was very happy. Phone appointment received within the day as requested

---

2025-11-18 15:51:06

Be up to date with patient's reports following x-ray results. Provide the patient with positive support with continuing health questions.

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2025-11-18 20:13:31

Dr Carson was absolutely faultless. She was extremely caring and supportive of my son. She had him feel totally at ease when discussing his medical needs.

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2025-11-18 20:37:12

Was very impressed from the receptionist on the phone to Dr White the GP the service was excellent . The GP was very thorough and gave me confidence. Thanks for your care.

---

2025-11-18 22:00:32

Nothing

---

2025-11-19 09:47:02

Dr.wright is amazing she is so fantastic, compassionate kind and I always feel I'm so confident in her knowledge and guidance. She will always adhere to best practice and her advice was clear and made me feel fully supported. She is a wonderful person centred doctor full of so much evidence based knowledge I felt so confident in my care.

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2025-11-19 14:02:05

N/A

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2025-11-22 14:55:27

Let patients know if doctors are running late

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2025-11-25 18:18:43

make it easier to make appointments

---

2025-11-27 16:00:51

Sr cavanah is lovely

---

2025-11-27 16:03:54

I rang for the appointment in the morning at 9 am and got an appointment at 9:50 very prompt thank you

---

2025-11-27 16:07:32

Swift

---

2025-11-27 16:15:12

The doctor was late and she was rude and short with her answers. I felt like she was just trying to give me whatever and rush me out the room.

---

2025-11-27 16:16:48

Examining my son on the things that was concerning him . Even after get treated for other problem have the main problem I called for that appoint is still there .

---

2025-11-27 16:25:01

A suggestion that patient can go to book available appointments on there armid uk app

---

2025-11-27 16:29:03

Nothing

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2025-11-27 16:29:36

At the moment I can't think of anything I got an appointment straight away

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2025-11-27 16:34:13

Wonderful receptionist's, wonderful Doctors! Thank you for looking after my boys so well!

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2025-11-27 16:46:39

I was treated very well couldn't complain

---

2025-11-27 16:49:35

Actually help

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2025-11-27 19:59:15

Slightly difficult to understand

---

2025-11-28 04:24:03

The new locum is lovely he is probably the best dr we had in a long time dr cavana

---

2025-11-28 04:24:27

Yes good new dr

---

2025-11-28 08:02:05

Answer the phone