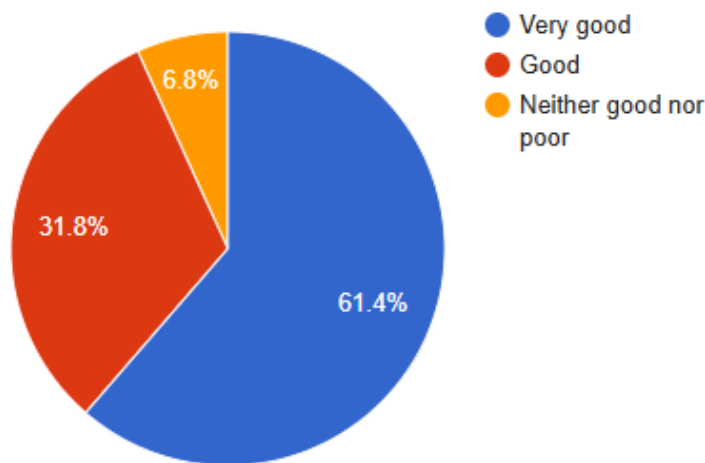


Report on NHS Friends and Family Test - Patient Feedback..

All Responses

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



Options	Total
Very good	27
Good	14
Neither good nor poor	3
Poor	0
Very poor	0
Don't know	0

Total responses: 44

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 19 responses:

2025-10-09 15:11:40

Nothing

2025-10-09 15:12:04

It's working ok.

2025-10-09 16:01:32

I was early for my appointment but was seen 10 minutes late . Staff are superb friendly and efficient

2025-10-09 16:04:35

I am happy with the efficient service.

2025-10-09 16:10:25

The receptionist on the phone was very helpful. The doctor explained what I had to do.

2025-10-09 16:10:43

Nothing

2025-10-09 16:17:15

The doctor was knowledgeable and explained things well. I felt he listened and responded professionally.

2025-10-09 16:18:24

Please keep Rosie she is everything a nurse should be

2025-10-09 16:27:56

Online appointment request

2025-10-09 16:37:29

Can't fault the practice in any way 5 stars

2025-10-09 17:06:55

Nothing The GP was lovely and very understanding

2025-10-09 18:01:17

Getting better now thanks.

2025-10-10 09:27:24

I can't think of anything for improvement. The reception staff are the best I have had the pleasure to deal with and the medical staff are all very good.

2025-10-10 12:31:02

Vernon Street Medical Centre - Page 1 of 2

Everything was really efficient and I was seen really quickly.

2025-10-13 09:22:30

Well organised

2025-10-18 14:49:05

Nothing I can see.thanks!

2025-10-29 15:15:07

I'm waiting for my consultant to call me with my results

2025-10-31 18:00:34

No improvement needed just appointment availability.