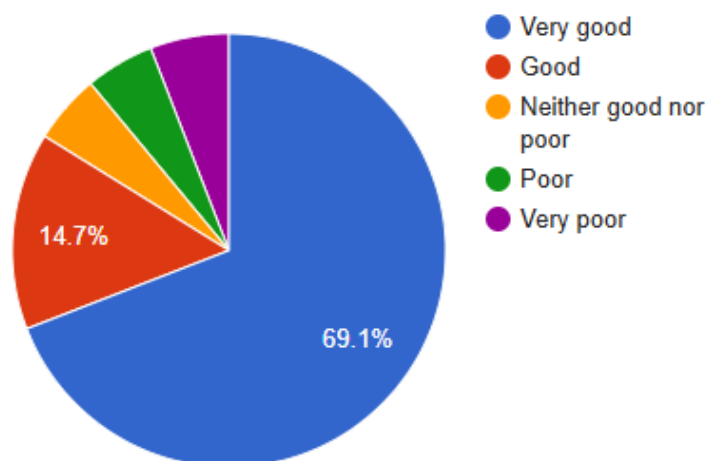


Report on NHS Friends and Family Test - Patient Feedback..

All Responses

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



Options	Total
Very good	94
Good	20
Neither good nor poor	7
Poor	7
Very poor	8
Don't know	0

Total responses: 136

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:

2025-09-01 20:47:00

Listen to the patience needs more instead of practice rules.

2025-09-03 19:01:56

Dr listened and was brilliant

2025-09-09 10:53:48

No. Appointment ran smoothly

2025-09-09 11:16:41

Told to expect a phone call from from Dr Cavaugh and waited by the phone all day,phoned the surgery the following day only to be told the next would be the following Monday, Since Dr Sabre left it's become hard work

2025-09-09 11:19:44

The service is excellent

2025-09-09 11:20:39

I thought the young nurse was very very good. It is always a problem trying to get appointment due to the amount of time you have to spend on the phone. I now use callback and this is much better in all I was treated very good Deryck.

2025-09-09 11:21:02

Respect patient confidentiality

2025-09-09 11:21:27

Nothing- they are superb! So friendly, clean, efficient and good parking.

2025-09-09 11:25:33

Good efficient appointment and right time

2025-09-09 11:26:29

It would be nice to see a doctor rather than a nurse. There is no holistic approach. I would like the professional to tell me their name.

2025-09-09 11:43:25

Nothing all went well

2025-09-09 11:50:17

All great

2025-09-09 11:53:06

Actually listen to the patient

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2025-09-09 11:56:43

Very happy with service. Was given an appointment the same day and happy with the service I received from Dr so nothing you could do better. Thank you.

2025-09-09 12:00:03

No everything was perfect there was a lady on the main reception who helped me sort out my parking I would like to say thanks to her young glass brown hair very helpful thanks

2025-09-09 12:04:30

Doctor for first appointment 8.30 20mins late

2025-09-09 12:11:12

I feel it was all a good experience

2025-09-09 12:52:08

Nothing I appreciate the time.

2025-09-09 13:11:14

On this occasion nothing.

2025-09-09 13:13:42

The self checkin system is good, but it doesn't help when nobody directs a client whether they should be in the downstairs waiting room or upstairs

2025-09-09 13:43:49

Following the GP assessment I sent a photo of the skin problem I had concerns about, as of 2 weeks later haven't had a diagnosis.

2025-09-09 14:24:49

The Doctor was compassionate and attended to me professionally.

2025-09-09 15:12:08

The service was poor - I was made to wait for my appointment and then told I had wasted my time basically coming as there was nothing they could do to help and I could by over counter if I wanted to and any other issues I had she said I only had a 10 minute slot so she can't discuss I would need to make another appointment. My regular doctor - Dr Sabir has left and I don't really feel like I can trust any of the doctors there as they don't know my history aswell as he did and didn't see the impact it had on my life and still has. There no compassion or even bedside manner with these new doctors - it's like your in and out like a business not a surgery.

2025-09-09 19:00:51

Nothing reception great doctor i saw even better

2025-09-09 19:50:36

Get the right person - I had a phonecall from the doctor but didn't request one and now I've had this survey and I've not had an appointment

2025-09-09 20:40:39

getting to god is easy then trying to get GP appointments

2025-09-09 22:01:38

Pls give us availability to call at any time of the day and try to get an appointment quickly .

2025-09-10 07:07:14

No, all went very well

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2025-09-10 09:29:49

Nothing, I had a really speedy but supportive experience.

2025-09-10 13:33:48

Gp kept on saying I cant do anything and made light of my pretty serious MRI that its nothing however it clearly says about my myopathy diagnosis .

2025-09-11 16:10:33

Receptionist was not listening to what I was saying

2025-09-12 10:32:22

Allow more time for doctors to discuss relevant topics RE:Appointment reasons. The doctor I saw at one point stood up and tried ushering me to the door stating she had a patient waiting!!! Even though we had not finished discussing all relevant details? I have never had this problem with any previous doctors I have seen, and never want to be treated like this again.

2025-09-23 10:09:16

Warning about Follow up from hospital may take a lot of administrative time .

2025-09-23 10:09:26

All was well handled.

2025-09-23 10:09:56

The GP wasn't great with the concerns we had. Kept talking over us when explaining the problem. She couldn't remember her words and seemed like she couldn't be bothered. This is unacceptable when patients struggle to see a GP.

2025-09-23 10:32:16

I'm waiting so long for various appointments that were being sent for by you but I've still not heard anything yet. Do you check what's happening ?

2025-09-23 10:36:38

The doctor was helpful but he didn't do as much digging as I expected and didn't listen to everything I said .

2025-09-23 10:40:05

Very pleased

2025-09-23 10:40:44

Dr Doswell was so good at a time when I needed someone. She has helped me so much I can't thank her enough for the fantastic appointment and ongoing support since that day. What a fantastic Doctor for the practice.

2025-09-23 10:48:04

Dr yusuf is very good doctor and very empathetic

2025-09-23 10:48:29

Thanks to the whole team at Vernon street medical centre for getting me that cancelled appointment. And also Dr Wright for giving me my knee injections so expertly. Nothing could have done better. Thanks.

2025-09-23 10:56:26

Listened and concerned

2025-09-23 10:57:18

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Booked me in for an appointment when surgery was closed without being informed

2025-09-23 11:26:04

The doctor listened, was very helpful and arranged a blood test which came back negative and changed my tablets.

2025-09-23 11:48:39

Dr Hussain very helpfull and u never feel rushed.

2025-09-23 14:48:45

No comment

2025-09-23 17:21:38

It was an appointment for my son who is 20 months old. The nurse or doctor who saw him seemed incompetent

2025-09-23 17:31:52

I felt listened to by Dr Wright and she took the time to speak to me with my limited availability

2025-09-23 18:04:57

Feedback on medical test report, is better than the patients assuming that if there is no feedback there report is satisfactory.

2025-09-23 18:11:58

Rang at 8:30am and booked an appointment for 11:20am. The text confirmation came through for 10:30am. I specifically requested an appointment after 11am. I spent 35 minutes in the queue to clarify and was told that 10:30am was the time and there were no appointments left for the day so I had to cancel my meeting to rush back from work to make the appointment on time. Don't really understand why I need to ring and arrange an appointment if a random slot is just going to be booked.

2025-09-23 20:01:00

Nothing

2025-09-24 07:31:19

I keep having to re-do urine tests due to mistakes at reception. When I dropped off the first test a few weeks ago the receptionist asked me for my DOB only - no name, no address etc. I checked that she had my details "yes, we have you". The test came back improperly labelled ?!?!? I have to do another test today because I was given the incorrect container apparently Mistakes around the fundamentals of testing don't give me much confidence in the service

2025-09-24 15:35:12

Doctor was very dympathetic and didnt rush the call

2025-09-26 09:17:21

Have more appointments available

2025-09-27 14:07:13

Dr was absolutely fantastic. Didnt feel rushed, he helped so much and was very comforting and showed a genuine concern towards me for the reason being at the surgery

2025-09-27 16:56:21

Communicate with Mum or his PA as he can't relay information.

2025-09-29 11:29:55

I went to the GP as I wanted to see if I need some blood test done, there are some blood tests that I was uncertain of, would have been nice if the Clinician had explained why I needed such specific test.

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However, service was good, not too long waiting time while in the surgery.

2025-09-29 21:48:52

Very good