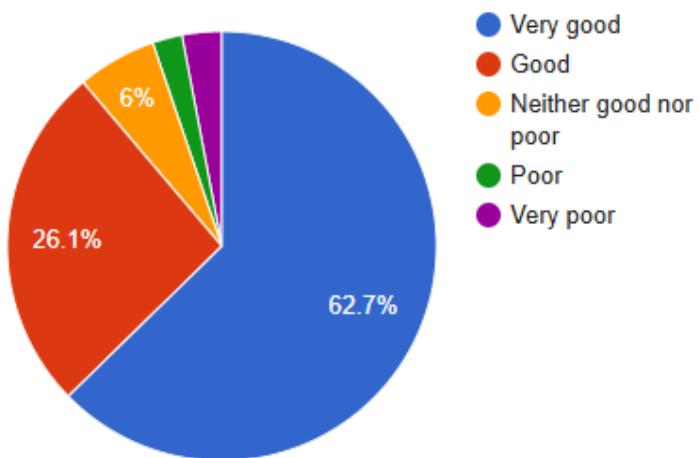


## Report on NHS Friends and Family Test - Patient Feedback..

### All Responses

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



Options	Total
Very good	84
Good	35
Neither good nor poor	8
Poor	3
Very poor	4
Don't know	0

**Total responses: 134**

## 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 57 responses:

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2025-12-03 17:18:42

Need to make appointments when we need please

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2025-12-14 13:46:40

Callback from GP taking a long time

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2025-12-16 08:22:56

Some english employees do not speak clear english this is gard for elderly. Vaccinations at home is a no no yet letters stating if you cant get to the surgery please yet no joy. Prescription reviews are sent as appointments yet no time slot so black listed if at work and miss it. Hard of hearing miss calls then black listed.

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2025-12-16 10:01:58

Nothing could make it any better ! All as always was fantastic!

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2025-12-16 10:15:17

Keep up your good work ! Merry Christmas to you all xx

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2025-12-16 10:32:11

The government has given you a legal mandate that you need to give people the option of booking an appointment online this is a legal requirement and your not complying that is a gross injustice to the public office that you serve which is the people of derby

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2025-12-16 10:51:17

Nothing

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2025-12-16 10:58:49

It was a home visit by the nurse.who was very good.

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2025-12-16 11:21:56

I have good as in the end I got called back by Dr rather than clinician. Improvement that you get called back. Otherwise I would have given next category down even poor in that you don't have a way to become appointments with drs Except for on the day. Should be able to become for weeks time even 2 weeks. Currently impossible

---

2025-12-16 11:31:50

All good thanks

---

2025-12-16 11:36:44

Just keep doing what you're doing

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2025-12-16 11:39:20

Nothing at minute , i get fine attention each visit , nice staff , nice dictors , all ok

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2025-12-16 11:40:35

Always kind and thorough, thankyou

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2025-12-16 11:44:11

Good appointment

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2025-12-16 11:46:06

Make your appointments far more accessible, especially when you're dealing with terminally ill and chronically ill patients.

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2025-12-16 11:50:37

The appointment was for my husband and I was very impressed with the service. Thankyou

---

2025-12-16 11:53:26

Dr should listen to patient carefully and take more time to understand the patient illness

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2025-12-16 11:56:14

No problems thank you as an appointment was booked by a nurse at my practice after my annual heart review. She advised me to see a doctor about my symptoms and booked one there and then. I was very satisfied.

---

2025-12-16 12:00:04

Would have preferred a face to face but could only get phone appointment unless i was prepared to wait another 3 days ..not enough antibiotics given, so chest infection didnt go so had to have another phone appointment then was given more antibiotics and steroids do wonder if had seen doctor would i have been given enough in the 1st place as obviously over the phone couldn't check my chest etc

---

2025-12-16 12:10:05

Nothing

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2025-12-16 12:27:05

The care that I was given & explained what was wrong with me was very good thank You to Dr Stanley

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2025-12-16 12:48:28

No

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2025-12-16 12:53:42

Nothing needed surgery is amazing..

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2025-12-16 12:53:57

Didnt want to give me painkillers to help me even through my specialist had sent them a letter to say i need adequate pain relief for arthritis, that the doctor had just read infront of me got to the point where i said i was not leaving the room till i get prescribed some, i am disgusted with the doctor and do not wish to see her again

---

2025-12-16 13:04:20

Difficult to get an appointment

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2025-12-16 13:06:02

Everything is ok

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2025-12-16 13:16:49

I had an appointment at the surgery recently, I was seen on time, the staff was very friendly the Doctor was very helpful and took his time asking and answering my questions. Very professional and highly recommend it.

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2025-12-16 13:26:51

Nothing

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2025-12-16 14:07:30

I appreciate that waiting times are very long and am very appreciative of the ability to see the doctor on the day, many thanks.

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2025-12-16 14:25:17

Assign GP to an individual

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2025-12-16 14:42:05

First class treatment

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2025-12-16 14:55:40

Have more time with appointment

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2025-12-16 14:59:18

Compared to my appointment a week prior. This gp (Dr Yousef) was a lot more attentive & listened to all my chest not just over my shoulders. Not sure if anything would have changed but i wonder if it could have been prevented. This gp was thorough & knowledgeable & I didn't feel like i was wasting his time or that I was being rushed out the door

---

2025-12-16 15:23:49

It would have been better if the appointment could have been at my local branch surgery at The Lanes.

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2025-12-16 15:57:55

I was expecting him to ask me a few more questions although he was quite sympathetic and understanding.

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2025-12-16 16:07:28

i arrived early into the practice for my appointment by about half an hour to avoid school traffic making me late and signed in using the computer sign in when you walk through the door. despite the screen saying i signed in, it never appeared to actually happen & i had to clarify with the receptionist if i was going to be seen well past my appointment time & she said i hadn't signed in. I'm not sure what went wrong there as I followed all the instructions on the machine & it signed me in, but didn't work! I'm glad I asked because otherwise I would have missed my appointment, maybe it's worth checking to see if the machine actually signs people in if they're early? thank you!

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2025-12-16 16:13:06

In this case no it was a booked phone consultation

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2025-12-16 16:40:30

None

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2025-12-16 16:41:17

Done

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2025-12-16 19:00:09

Thought it was fantastic - dr emke really helped with what we needed for our toddler and we are very grateful for his expertise

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2025-12-16 21:10:14

Please send text message of appointment. I seem to have missed an appointment on 27 November 2025, got a letter about it. But I am not sure if I got the message of the appointment and what for it was. Balan

---

2025-12-17 09:08:12

Nothing, the service was first class

---

2025-12-17 14:11:19

Poor communication, cannot understand the doctor, didnt listen to my concerns and gave me antibiotics for 2 weeks without even knowing whats wrong with me. Felt very dismissed

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2025-12-17 17:03:18

I am not a doctor therefore I wouldn't dream of commentating

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2025-12-18 14:33:23

The Doctors accent was hard to understand and very dismissive.

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2025-12-18 23:02:19

N/A

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2025-12-19 01:19:06

Nothing

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2025-12-19 09:46:47

I've spoken the same doctor a number of times and I'm worried she doesn't grasp the seriousness of suicidal thoughts and mental health in general. There's a difference between "feeling a bit low in winter" and waking up at 3am wanting to jump in front of a train and it cannot be cured by her suggestion of getting a cat or dog. Also brought up my other ongoing issue (foaming urine) and told "it's probably fine" which seems dismissive.

---

2025-12-19 16:29:00

Nothing

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2025-12-20 14:34:53

Nothing the Lanes surgery is brilliant ...

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2025-12-21 14:18:32

Please I will emphasize in sending patient to the right doctor or a specialist, course I have a skin infection, I have been there twice, I requested to see a dermatologist but the keep giving me medication which am not seeing any changes, I will wish you people can send patient directly to the specialist than trying with some gp which it's takes longer recovery

---

2025-12-22 08:30:16

Had a appointment with Dr Barnwell he was excellent

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2025-12-23 18:51:04

Nothing

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2025-12-29 09:05:37

None

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2025-12-29 17:54:08

Happy with the Dr who treated me with great respect

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2025-12-31 10:50:28

Upon arrival the Receptionist was extremely welcoming and cheery. The ambiance of the entrance area was very relaxing. Lauren was very cheerful and friendly, which added to my superb experience! Even though I was late for my appointment due to my satnav, the Nurse honoured my appointment with a smile!