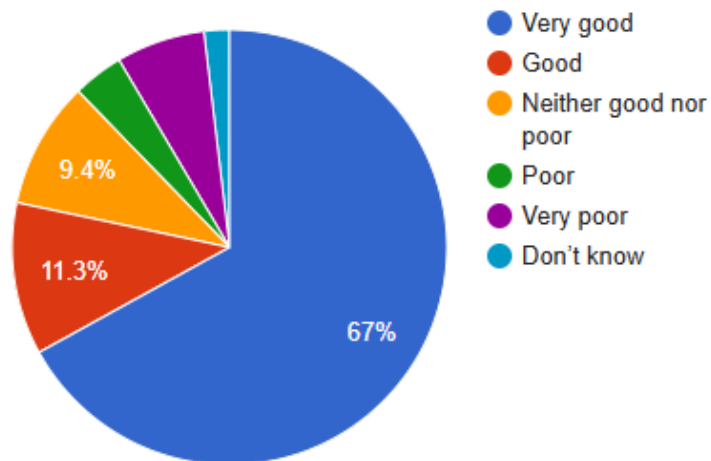


Report on NHS Friends and Family Test - Patient Feedback..

All Responses

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



Options	Total
Very good	71
Good	12
Neither good nor poor	10
Poor	4
Very poor	7
Don't know	2

Total responses: 106

NHS Friends and Family Test - Patient Feedback

April 2026

Q: Please tell us about anything that we could do better:

Free text question. There were 51 responses:

2026-04-02 09:53:55

Just let patient know if doctors are running late.

2026-04-02 10:27:25

Nothing

2026-04-02 10:48:03

The appointment with the physiotherapist was very short (less than 5 minutes). He said he would send me an exercise plan but did not spend any time to take me through the exercises. I've received the link with videos but the videos are not easy to follow

2026-04-02 12:45:07

Nothing doctor was patient and listened to what I had to say about new medication which made me feel dizzy and disoriented. She changed the medication and she would check to make sure it suited me. Which made me feel listened to.

2026-04-04 07:36:26

At the moment things are very good , so i cant see a reason for change , ive always been very pleased with both vernon street and the lanes surgery , staff and doctors / nurses have always been very nice

2026-04-04 13:18:57

Although the doctor listened to me and checked my blood pressure and a blood test form for the symptoms I'm currently experiencing, I didn't feel she was totally focused as I had to remind her to carry out an abdominal examination before I left.

2026-04-07 10:45:37

This morning my mum phoned at 8am to make an appointment about two medical problems. She was on hold for 30 minutes despite being "first in the queue" only to be told she has to make an appointment online. I drove to her house to help and looked on your website which clearly states to make an appointment, phone up "You can request a routine appointment in advance during opening times: phone us on The Vernon Street Medical Centre 01332 332812 or The Lanes Medical Centre 01332 332812 use your NHS account (through the NHS website or NHS App) or SystmOnline to book an appointment, screening test or vaccination" Confusing after being told that appointments have to be made online. I navigated to the "system online" section to make the appointment to be greeted with the following message: "You don't have access to this online service. You can request access to this service at Vernon Street Medical Centre by clicking Manage Online Services in the Account section." When accessing the accounts section apparently appointments are "Not offered by Vernon Street Medical Centre" Why are receptionists telling old ladies who don't use the internet to use an online service which doesn't actually exist despite the website saying "phone up for an appointment"? Eventually we worked out how to make an appointment using another area of the NHS website and the eventual email link took us to a booking service. I booked an appointment for her then noticed that the location is the walk-in centre on Osmaston Road. So, even when able to book an appointment it's not even at the surgery. Why is it so difficult to make a simple appointment? It should not be a game or strategic manoeuvre just to gee your GP

2026-04-07 16:22:30

Examination more thoroughly

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2026-04-09 09:35:11

The Doctor never listened to what I told him, 8 months I've had my symptoms, wasn't even bothered

2026-04-09 09:35:51

It was an excellent service and experience. I felt very supported and listened to. Thank you

2026-04-09 09:36:35

We wish prescription can be access electronically always. Rather than dropping in to surgery to collect it.

2026-04-09 09:41:04

Had a lot of diagnostics but havent heard any from it. Should have at least tell something abiuot it even if its normal or not. Would have save patient from mental stress thinking about it. Some previous check ups were fine and happy with result.

2026-04-09 09:41:09

Waiting for mri scan wich you cant alter its just a matter of waiting

2026-04-09 10:02:57

I came to see a doctor due to lump at the back of my throat which is visable to be told he can't see it after looking for a second, then to be told (even though I'm exempt) go and buy throat spray I'm not doing a prescription if I'm still in pain then come back in a few days. Not happy with how I'm constantly fobbed off! Its obvious I'll still be in pain if the lump is still there everyone else can see it apart from the doctor

2026-04-09 10:28:30

I felt the doctor was really thorough with my son and was very clear with a plan

2026-04-09 10:28:45

Long wait to see Dr due to computer breakdown. It was ok for me because I could wait but others struggled because of other appointments

2026-04-09 10:28:53

Nothing in regard to this appointment

2026-04-09 10:30:35

Doctor was lovely, caring. And easy to chat to

2026-04-09 10:31:30

Nothing all was very good

2026-04-09 10:42:12

Nothing

2026-04-09 10:46:21

Support for patients with multiple chronic conditions. The on line forms don't allow you do put enough "big picture info" for example peak flows that are dropping. Getting rescue steroids is difficult. That said I had a conversation with the nurse and I'm hoping this can be rectified.

2026-04-09 10:47:05

Seams ok

2026-04-09 10:47:50

The Nurse was fantastic

2026-04-09 10:48:54

The Nurse at the Vernon gate surgery was fantastic

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2026-04-09 10:50:41

20 mins late both appointments and when its for anxiety

2026-04-09 10:51:33

You guys are doing well

2026-04-09 10:51:58

No call

2026-04-09 10:57:41

No all good thanks

2026-04-09 10:59:34

Nothing you are all amazing

2026-04-09 11:30:18

The Dr was great. Unfortunately i have yet to hear back from the letter i wrote when i joined the practice or had a callback to address anything despite multiple contacts. I have just spoken to cmht who said 'are your gp able to help you with this?' Its quite stressful not feeling heard or understood. There are some serious discrepincanies on my medical notes i wanted addressing / acknowledging and its been months now

2026-04-09 12:12:22

Nothing could be improved. I received an excellent service from Dr Stanley as always

2026-04-09 12:21:48

The GP took away the medicine that the cardiologist gave me. Indapamide 2.5mg. Since I stopped taking it, my legs are swollen, that's why I went to the doctor. The doctor was kind. I understood everything, I'm deaf. So they can't talk to me on the phone, I can't even make an appointment on the phone. Since I stopped taking this medicine, my blood pressure is high, my legs are swollen. Luckily, I found out how to make an appointment with my cardiologist. I don't understand the doctor who took away the Indapamide, which was good.

2026-04-09 12:58:55

Want to book appt on phone. Not had satisfactory treatment for cough.

2026-04-09 12:59:03

Booking system need some more thought booking experience days for less able users

2026-04-09 13:00:16

Booking system need some more thought booking experience days for less able users

2026-04-09 14:21:42

My appointment with the GP at The Lanes was good but my experience with the receptionist at the lanes was not very good and she made the whole experience unpleasant. As an elderly person i was left feeling stressed and anxious anf believe the receptionist in question needs more training on how to handle different patients especially those that aren't tech savvy. I went home and phoned vernon street and got an extremely helpful receptionist who promptly booked me the appointment i needed.

2026-04-09 14:42:11

The doctor asked a series of very personal questions, in a quick fired way. I was overwhelmed and not able to answer them honestly. I did the best I could. I've been having urology problems for over 10 years and unfortunately, these have not been taken seriously. I been dismissed and handled with less care than what I require. I feel I've been missunderstood and a viable solution was not forthcoming. I hope in future I am asked personal question calmly and with an understanding of why. Thank for your time.

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2026-04-09 19:36:12

Keep up the good work. The environment is amazing.

2026-04-09 20:33:21

No, I saw Dr Stanley and was very satisfied with the advice given

2026-04-09 21:28:08

As a new patient the Doctor I saw was very understanding about my predicament.

2026-04-10 08:49:19

More staff waiting in a/e For 13hrs

2026-04-10 09:27:46

I had a scheduled telephone consult confirmed in person and by email. At the appointment time I received no call. I had waited for 2 hours after my original appointment having still not received any form of communication so went to the GP in person to ask if I would still be called - they confirmed I would. By the end of the working day I did not receive a call at all.

2026-04-10 10:31:35

Keep doing what your doing

2026-04-10 12:35:29

Nothing. Excellent communication with Doctor over the phone.

2026-04-10 12:41:48

Going on this visit everything was really good

2026-04-13 12:54:16

Looked up symptoms on NHS website which said to see a GP. Saw a GP who sat and googled my symptoms in front of me with no further knowledge or advice and I was sent home with no more information or help than if I had googled it myself. This is the second time with this doctor at this surgery that this has happened. Complete waste of time.

2026-04-14 14:44:53

Neither myself or wife could understand caller

2026-04-15 16:09:19

To be honest this was the first time I visited the surgery and was kept waiting for over half an hour my next visit the same happened again, I don't think this acceptable for a new patient to experience. I was recommended to yourselves and felt like I had been let down. With things changing within Doctors surgeries patients should be a priority and made to feel that they are being looked after without being kept waiting surley when you only have 10min consultation how can you run late.

2026-04-16 06:00:05

Good

2026-04-24 09:41:28

It's not good that they call me on the phone because I can't hear and it's hard to understand what they're saying on the phone. They keep canceling appointments, today's appointment would have been important because of the pain in my upper arm. I have cramping pain in my upper arm in my left upper arm. The medication was stopped which was good for my blood pressure until now Indapamine 2.5 mg. Ramipril 10 mg, Spironolactone 25mg, Indapamide 2.5mg. All of these were good. The appointment with the Nottingham cardiologist is in two weeks. I got an appointment today at Derby hospital which was cancelled. They won't help me reduce the pain in my left upper arm. I'm very frustrated about this. I hope I can make it to the cardiology check-up in May.

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2026-04-29 16:32:03

I don't like the new way of making an appointment.it can get very confusing. Also not being told that you've sent a prescription to the pharmacy