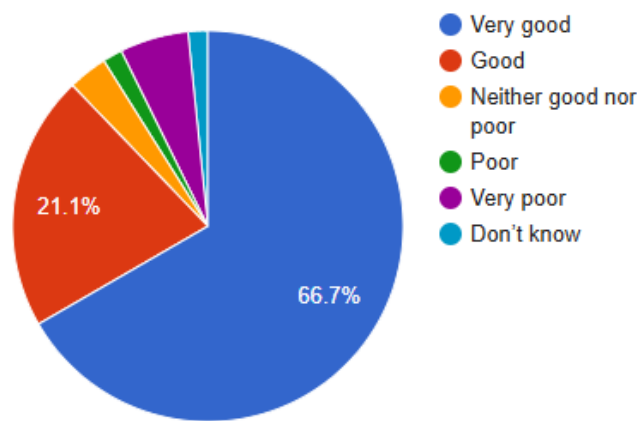


# FFT admin

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

August 2026

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



| Options               | Total |
|-----------------------|-------|
| Very good             | 82    |
| Good                  | 26    |
| Neither good nor poor | 4     |
| Poor                  | 2     |
| Very poor             | 7     |
| Don't know            | 2     |

## NHS Friends and Family Test - Patient Feedback

August 2026

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

Free text question. There were 57 responses:

2026-08-05 14:22:45

The GP lead me to believe I had cancer which was frightening Thankfully on seeing the expert I did not

have it

2026-08-06 13:30:34

Nothing i felt the doctor cared and understood. For once i felt listen to

2026-08-06 13:31:52

Except telephone appointments I am no good with the internet way

2026-08-06 13:33:05

Don't like online booking appointments

2026-08-06 13:33:12

I'm not aware I had an appointment recently? Have I missed an appointment?

2026-08-06 14:05:46

Appointment s that's all I worry about thank you

2026-08-06 14:44:39

Nothing

2026-08-06 14:47:25

Very helpful and knowledgeable

2026-08-06 14:48:27

Excellent receptionist and G.P

2026-08-06 14:51:56

Other services could learn a lot about patient care and in a timely manor from this surgery team. V good

practice, feel in v safe hands but telephone greeting needs updating with website update and direct to the

point apart from that v good

2026-08-06 15:12:22

There is a sign on the window for reception reminding service users that the workers are human. They

should have one on the other side reminding the employees that they are speaking to people - people who

are vulnerable or hurt or otherwise not feeling their best. I have had multiple interactions with the reception

team where they have sighed, rolled their eyes, and outright lied (said another test had been ordered when

it hadn't, said a dr had been informed when they hadn't done so). They lack basic manners, let alone

empathy.

2026-08-06 15:53:50

It would be helpful to know when booking an appointment which of the doctors are male or female as with

foreign names it isn't obvious.

2026-08-06 19:20:41

The appointment has l don't have internet thank you

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2026-08-06 20:27:24

I don't like booking on line appointment becouse im not very good

2026-08-06 23:18:07

I was within the 10 min window and was refused appointment. I understand the dr is under a lot of stress

but I was 7 mins late so by the time I'd sat down and waited then had a response I couldn't argue I'd only

been a few mins late. There was a road closure and I only needed a few mins to speak to dr. Even a

phone call would have worked but there is no way to simply request this.

2026-08-07 08:05:39

Dr Malik was exceptional, specialist in womens issues, so respectful, patient and kind

2026-08-07 08:22:12

Excellent service, I really felt Dr Peracha listened to my problem and actually looked at me and not the

Computer screen

2026-08-07 12:17:56

I had to phone the surgery with a problem and they were fantastic. I know they get a bad deal at times but

they really do there best with what means they have

2026-08-07 17:36:11

It was so good to have someone who listened to me

2026-08-08 00:06:07

Everything was good

2026-08-09 07:25:44

Doctor forgot to send the prescription to the pharmacy. I needed to go back to GP. He gave me antibiotic

for 3 days and that didn't help my problem I had to book appointment again.

2026-08-10 08:50:27

I felt listened too

2026-08-10 10:27:11

Just keep doing what you do

2026-08-10 15:56:39

Have some wipes near/next to the check in touch screen

2026-08-13 08:03:32

Doctor was lovely had time for me it was a follow up appointment and the doctor made it for me lovely

2026-08-14 12:54:07

Good

2026-08-16 19:07:13

Efficient and on time

2026-08-19 08:37:28

A little bit better communication, especially if like me you haven't been to a gp for years

.

2026-08-19 08:42:18

Physio listened to my concerns, provided me with some exercises and agreed to make a follow-up call in

about 6 weeks.

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2026-08-19 08:50:04

The service I received was good. However, I feel that the doctor I saw was not fully up to date with

perimenopause care. The NHS states that the benefits of HRT for younger women experiencing

significant menopausal symptoms far outweigh the risks. I was concerned by the doctor's reluctance to

prescribe an increased dosage of HRT, juxtaposed with their very overt willingness to prescribe an SSRI

which carries recognised psychiatric and physical adverse effects.

2026-08-19 08:54:49

Try and follow up with the patient issues

2026-08-19 09:16:23

Empathy

2026-08-19 09:20:34

Nothing

2026-08-19 09:21:11

Nothing I can think of which needs improving.

2026-08-19 09:24:25

I was kept waiting for just over 15 minutes after my appointment time. Although there were staff sitting in

reception, none if them explained why I was being kept waiting or apoligised to me for the delay. However

Dr Malik was wonderful, she really listened, and was very very helpful.

2026-08-19 09:24:32

More appointments availability

2026-08-19 09:26:13

To allow patients to be treated by the same doctor coz this caused me alot of pain and distress recently.

2026-08-19 09:27:38

i'll find it very difficult to make appointments online. I think Yuvi made it harder for people that are not legit

on computers. The other thing is when we come to the surgery and you can talk about one thing which I

think it's ridiculous because you're waited a long time to get this appointment. The questions they ask you

online horrendous

2026-08-19 09:49:33

Nothing. Was really happy.got my appointment and referral on the same day.

2026-08-19 10:01:25

Appointment had to be rescheduled as it was booked for 1000hrs at Vernon Street, but I had a text/email

stating it was 1150hrs at the lanes.

2026-08-19 11:05:50

Doctor is absolutely delightful, great listener and makes sure every discussion is to your understanding

and benefit.

2026-08-19 12:26:07

Very pleasant dr very knowledgable chatty and compassionate

2026-08-19 12:26:32

Excellent

2026-08-19 13:43:41

Nothing

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2026-08-19 17:05:27

I could have gone in on time. However I thought the doctor was excellent.

2026-08-19 17:15:33

Although my more recent problem was satisfactory addressed by Mike the Practitioner, my previous 3

visits were not. 1st gp didnt send a suitable specimin of toenail that could be analysed after suggesting the

possibility of Melanoma ( so the 14 day procedure could not then be adhered to) 2nd visit to another gp(

retired) was more hopeful & by which time new nail was growing. My next appt was due to pain around left

ribcage. I saw gp who diagnosed a chest infection & prescribed antibiotics for 5 days which should have

been 14 days. In issuing a further prescription i was then only prescribed a further 5 days & after 9 days

my chest pain was no better & on returning to see the practitioner i was told that it hadnt been a chest

infection but pulled intercostal muscles. Hense i was not pleased re my medical care. However, I was

pleased with the outcome due to Mike's diagnosis. Thank you.

2026-08-19 17:17:10

Felt i was not listened to .

2026-08-19 17:21:26

Not sure really cos every thing was ok and efficient for me

2026-08-19 18:55:43

It's just appointments for me as don't have anything only my phone tank you.

2026-08-20 07:23:17

Nothing

2026-08-20 08:30:32

Nothing

2026-08-20 09:37:15

I was disappointed with my recent appointment. I explained that I have been experiencing dizziness and

that the area under my eyes looks very dark, but I did not feel that my concerns were properly addressed. I

was only advised to have a blood test, and I have not been given an explanation of my previous blood test

results or what will be done about them. I have also contacted the surgery about similar concerns in the

past, including last year when my iron level was low, but I did not feel that this was properly followed up. I

would appreciate better communication, follow-up and a clearer explanation of my test results and

treatment options.

2026-08-20 16:23:40

I had an appointment on the 29th July with Dr Harris I felt the appointment was rushed and she did not

listen to my concerns properly. I initially booked the appointment as I had kidney pain and she diagnosed

me as having a uti. She asked me to provide a urine sample when I asked her for the sterile silver bowl to

provide a urine sample she said she had none and she gave me a specimen pot I told her I was unable to

use this and need a sterile pot she told me to ask at reception. I asked at reception and the admin said

they had no sterile pots which shocked me as am an nhs nurse and know the importance of sterile bowls

and sterile samples, I was then given a cardboard bowl which was out of card and not sterile but had no

choice but to use this. I then provided a sample and asked Dr Harris to listen to my chest as I was wheezy

and coughing up coloured phelgm. When listening to my chest she did not ask me to breathe in and I

myself could hear the wheeze and I told her numeours times how bad my chest was and I was spiking

temperatures. She said I did not need antibiotics for my chest a week later I had not improved and made

another gp appointment where I got told I had a chest infection and was given antibiotics

2026-08-20 16:43:13

I would like to make official complaint and I will do it once I feel better thanks

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2026-08-22 12:02:47

I was not listened to, my concerns are ignored, because it seems to be a difficult issue or one the GP isnt

sure on i feel like i am being pushed off because the GP doesnt care

2026-08-24 12:18:59

Shorter waiting time.

2026-08-24 18:19:24

Please help me. I am very sick. I have a lot of back pai