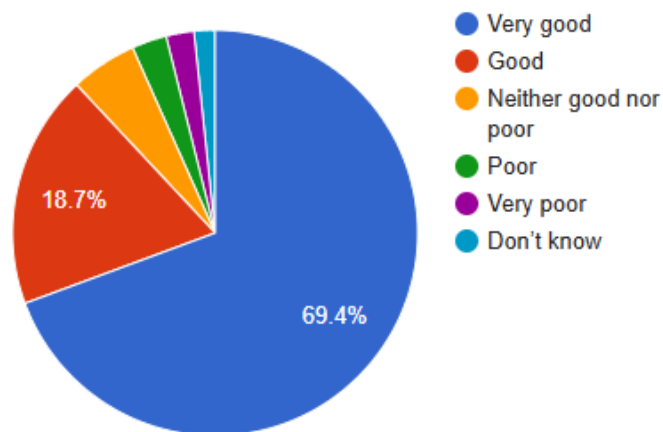


July 2026

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	249
Good	67
Neither good nor poor	19
Poor	10
Very poor	8
Don't know	6

Total responses: 359

[Download as CSV file \(spreadsheet file\)](#)

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

This is a free text question. There were 146 responses. [View all](#)

All Responses

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

Free text question. There were 146 responses:

2026-07-06 21:00:42 [View entire form](#)

Everything was finep

2026-07-08 11:44:46 [View entire form](#)

Doctors was polite and understanding thank you

2026-07-09 14:09:41 [View entire form](#)

The consultation was fine but test results & diagnosis were sent via text message

2026-07-09 14:14:10 [View entire form](#)

The doctor was outstanding, very knowledgeable and gave me the best advice for my needs and it really helped. Thank you!

2026-07-09 14:15:58 [View entire form](#)

I didnt feel as though my issue was taken seriously. I have a concern about a pimple on my nose that has been there many months. It repeatedly gets bigger and if i knock the surface it bleeds an its hard to stop the bleeding. It never heals. I just pray it is nothing sinister.

2026-07-09 14:28:34 [View entire form](#)

Phone appt was made for afternoon...due to work however was called in morning...fortunately was able to take call but that might not of been the case due to my work...also did feel a little rushed by doctor that called me

2026-07-09 14:38:33 [View entire form](#)

Nothing is needed to improve the service.Dr Stanley Eferakeya was extremely good and put my mind at ease completely.

2026-07-09 14:46:13 [View entire form](#)

If my appontment was with DR A hes horrible rude and liar i found an email from you regarding a 1 minute appointment were he didnt understand a word and hes lied saying i was aggresstive .ive been with surgery years and never been rude or agresstive .to anyone disgusting i was never spoken to in person i rang and cimplained straight away hes the worst dr ever sorry and its disgusting you took the side of a Dr who doesnt respect women

2026-07-09 15:09:04 [View entire form](#)

Sorry to say Dr R didn't ID a spontaneous rupture/tear when I presented with severe bruising&pain. I have SScl. A regular appointment with rheumatologist has since set up scans etc. Dr R said she couldn't do anything for the bruising (this much I knew) & the 1st xray offered was 22/7. I had to go through walk in centre, 111 & A&E to get X rays sooner to rule out fracture. A patient with long term health conditions doesn't present as straightforward for the pathways. PLEASE mark in some way on our records, a pop up or similar? that alerts the GP to chronic illness etc to avoid missing a dx or referral. Thank you for reading. This isn't a complaint Dr R!

2026-07-09 15:10:55 [View entire form](#)

Make service a bit quicker

2026-07-09 15:11:29 [View entire form](#)

My appointment was cancelled

2026-07-09 15:15:52 [View entire form](#)

Nothing

2026-07-09 15:17:37 [View entire form](#)

Always excellent Customer Service

2026-07-09 15:18:28 [View entire form](#)

Give patients more time please not a few mins like 4 mins

2026-07-09 15:26:32 [View entire form](#)

Nothing better it was spot on.

2026-07-09 15:27:39 [View entire form](#)

Nothing

2026-07-09 15:32:19 [View entire form](#)

Was not happy with the way one of the receptionist that picked a call, when I called to make an appointment because I couldnt do it on the website she did even give me time to explain that I did have the same situation before 3 times , and I told them they needed to fix the way they register my son names but she make it difficult and cut the call without helping . Also did have issue of receiving letters because of not attending appointment when my appointment was moved 3 times because the doctor was not well. At the end I take my son to A and E.

2026-07-09 15:33:14 [View entire form](#)

Nothing

2026-07-09 15:34:29 [View entire form](#)

Nothing

2026-07-09 15:41:59 [View entire form](#)

I am very happy with the service received by this medical surgery.

2026-07-09 15:42:19 [View entire form](#)

Nothing

2026-07-09 15:42:49 [View entire form](#)

I am very happy with the services received by my medical surgery

2026-07-09 15:44:55 [View entire form](#)

So far so good

2026-07-09 15:49:49 [View entire form](#)

When I ask to see a doctor I usually get the advanced nurse practitioner. I have ongoing issues with pain in my neck. I would like an explanation as to why I am always referred to the practice nurse. When I have asked to see the doctor.

2026-07-09 15:53:35 [View entire form](#)

Nothing

2026-07-09 15:58:14 [View entire form](#)

You all do your best and that is very good

2026-07-09 16:08:18 [View entire form](#)

Stop charging a flat fare for 15mins, over 30mins is understandable but when I've gone on time, parked and out from a blood test... £2.40 seems a bit cheeky.

2026-07-09 16:10:27 [View entire form](#)

Not good with making appointments on the internet like phoning or turning up at the surgery

2026-07-09 16:10:30 [View entire form](#)

Make getting an appointment easier. Not everyone is able to use technology. Much rather do it by telephone. Not easy for the elderly who live alone.

2026-07-09 16:21:45 [View entire form](#)

It would have been helpful for the GP to have read the message I had sent, which initiated the appointment.

2026-07-09 16:26:18 [View entire form](#)

Just keep doing what you do exemplary

2026-07-09 16:26:41 [View entire form](#)

Nothing

2026-07-09 16:45:55 [View entire form](#)

It was cancelled due to breakdown of equipment. New appointment august 18th!!!!

2026-07-09 16:49:08 [View entire form](#)

Original appointment was MAY 27th. Now August 18 ??? !!!!

2026-07-09 16:59:24 [View entire form](#)

All good

2026-07-09 17:04:51 [View entire form](#)

I was able to get an appointment with the GP of my choice.

2026-07-09 17:11:16 [View entire form](#)

I can't get to grips with physio being sent over the phone

2026-07-09 17:12:31 [View entire form](#)

Going back with calls not booking internet,

2026-07-09 17:19:18 [View entire form](#)

Nothing to improve The nurse was really empathetic with my problems and would recommend

2026-07-09 17:23:01 [View entire form](#)

so this was my voice appointment at the surgery and I had a very bad experience where I was late for my appointment 5 mins and the lady said i don't know if the dr will see you

2026-07-09 17:26:36 [View entire form](#)

Got an appointment fairly quickly & service was friendly while at the practice (both by reception & my Dr)

2026-07-09 17:31:00 [View entire form](#)

Be directed on how to book blood tests, or have a link automatically sent.

2026-07-09 17:40:24 [View entire form](#)

Under stand when explaining how much pain you are experiencing wanted a xray as not confident on what gp said you can't see a bone if it's got issues with a eye

2026-07-09 17:49:58 [View entire form](#)

Make sure I have a correct appointment nurse was not qualified to do the 2nd part of my diabetes check

2026-07-09 17:58:21 [View entire form](#)

If I have an appointment regarding an issue with (my previously broken) ankle causing pain when walking, don't make my appointment upstairs!

2026-07-09 18:03:09 [View entire form](#)

Early to time of appt staff great always a very good service doctors listen

2026-07-09 18:11:19 [View entire form](#)

Not sure what ur asking

2026-07-09 18:37:15 [View entire form](#)

Thank you for being respectful and caring

2026-07-09 19:26:29 [View entire form](#)

Nothing

2026-07-09 19:48:35 [View entire form](#)

Nothing . Best thing I like is prompt timing . Was perfect timing - in and out . Doctor gave my daughter choice , listened to her , it was person centred care . As the parent I signed the forms but she was given the options to weigh up the options . He was open and transparent about the process , relaxed , professional and treated us with respect. Please do share this feedback with him . The nurse assistant was friendly, smiled , asked us how we are today . This was also very good interaction and professional. Please let her know our feedback . Overall this short time was a positive experience. The NHS get bad press , though it's important to share all the positive feedback with staff - it makes a difference. Thank you , Karen Sangha

2026-07-09 19:49:18 [View entire form](#)

Nothing . Best thing I like is prompt timing . Was perfect timing - in and out . Doctor gave my daughter choice , listened to her , it was person centred care . As the parent I signed the forms but she was given the options to weigh up the options . He was open and transparent about the process , relaxed , professional and treated us with respect. Please do share this feedback with him . The nurse assistant was friendly, smiled , asked us how we are today . This was also very good interaction and professional.

Please let her know our feedback . Overall this short time was a positive experience. The NHS get bad press , though it's important to share all the positive feedback with staff - it makes a difference. Thank you , Karen Sangha

2026-07-09 20:44:24 [View entire form](#)

To be honest 'nothing' Both appointments excellent

2026-07-10 13:24:12 [View entire form](#)

Help patients who struggle with online forms to get an appointment.

2026-07-10 14:17:28 [View entire form](#)

The appointment was very good. Kept informed but just wish messages are always as joined up and informative as the person to person meetings are.

2026-07-10 14:47:24 [View entire form](#)

Everything about the surgery is excellent

2026-07-10 15:03:57 [View entire form](#)

Rosie was so nice and put me at ease whilst cleaning and redressing my wound and she kept checking i was ok and giving me the opportunity to have a break also lauren came in to see me, its so nice that people actually care about my wellbeing

2026-07-11 08:30:01 [View entire form](#)

Nothing from my experience. I've had some of the most positive experiences with Vernon Street and the Lanes, every doctor and nurse I have seen have been so kind, patient, and knowledgeable. I saw nurse Sophie recently and she was lovely. I also saw Dr Malik about a month ago and I don't think I've ever had such a positive, validating, supportive and informative experience with a doctor. Thank you so much

2026-07-12 10:05:41 [View entire form](#)

Needs appoinments can get when we need please

2026-07-12 12:50:06 [View entire form](#)

I didn't have an appointment, they have done my asthma review without even speaking with me to see how my symptoms are

2026-07-12 14:04:30 [View entire form](#)

Sort the steps into the entrance hard for disabled people electric doors would be ideal

2026-07-13 09:13:32 [View entire form](#)

Clinic running very behind, which is out of everyones control, just difficult when child unwell. Very pleased with doctors review and support. Many thanks

2026-07-13 13:49:57 [View entire form](#)

Everything ok

2026-07-13 13:52:12 [View entire form](#)

I am happy with everything.just want to say thank you

2026-07-13 14:06:24 [View entire form](#)

The service was good it couldn't have been better

2026-07-13 14:14:03 [View entire form](#)

Not long enough with the GP

2026-07-13 14:22:38 [View entire form](#)

Was able to talk and discuss issues

2026-07-13 15:14:31 [View entire form](#)

Initial appointment was good. However trying to book a follow up appointment not so easy.Tried booking on app no appointment to be had unless your feeling unwell. Tried ringing surgery to be told by receptionist that doctor was leaving the surgery so still unable to book an appointment. The appointment i need is a follow up to new medication prescribed. To this date no appointment booked. My perscription has 2 weeks left of supply. Unable to re order until seen by doctor so i am finding extremely difficult to get a follow up appointment either by the app or the surgery themselves

2026-07-13 15:28:18 [View entire form](#)

Everyone's very good thanks.

2026-07-13 15:31:20 [View entire form](#)

Everything seems pretty good to me.

2026-07-13 15:39:15 [View entire form](#)

Judging by my visit this morning I can't think of anything negative to say. I had the pleasure of seeing Dr Malik and she saw me, heard my fears and put me totally at ease. I can't thank her enough.

2026-07-13 15:56:29 [View entire form](#)

Nothing

2026-07-13 15:58:23 [View entire form](#)

The online booking system is awful, there's never any appointments at the surgery by 9am the only options are appointments in several days time at urgent care (where I am yet to be given any treatment for my issues and are told to book an appointment with my GP or go to A&E). The forms say you have to give accurate information but accurate information just tells you to go to a&e. I called reception and was told to 'just keep doing the form until the right appointment comes up'.

2026-07-13 15:59:15 [View entire form](#)

Everything was great

2026-07-13 16:11:01 [View entire form](#)

All was good

2026-07-13 16:37:15 [View entire form](#)

Good experience, surgery was running on time and Dr Mike Barnwell as always was fantastic, very polite professional and helpful.

2026-07-13 16:58:13 [View entire form](#)

Na

2026-07-13 17:49:57 [View entire form](#)

I was told wat i already know exercise doesn't stop the pain makes it worse.

2026-07-13 19:47:01 [View entire form](#)

Very professional

2026-07-14 12:27:37 [View entire form](#)

Hello, I felt like my appointment for a mole check could have been either a telephone call or I could have taken a picture and sent it in, and a face to face appointment could have been used for someone else. My appointment was around half an hour late (which is slightly annoying but completely understandable) and when I was waiting in the upstairs waiting room at Vernon Street, the doctor had a telephone appointment with another patient on loud speaker and the whole waiting room could hear what the patient was saying and what the dr was saying. A lovely lady from reception came upstairs (for something else I assume) but did acknowledge that this was not okay and turned the radio on. I would be so disappointed if I was that patient in the other end of the phone and knew that a waiting room of 4 people could hear my every word. When I got into the dr room she was clearly stressed, I assume from running late, in which I did feel bad for her, however she then got a message pop up from I think a lady called Elenor saying "let me know when you've seen the baby" or something along those line, the dr then rushed out the room to I assume go down to reception and speak to Elenor. Again I

was not bothered about however I then realised she left her computer unlocked in which I could see my whole medical record (luckily it was mine) but then on her other screen she had a AI Health Care chat up in which had information about blood pressure in and the AI chat was telling her what to do. I can only assume this was about the previous patient. When the dr came back, she looked at my mole for all of 5 seconds, and said take a picture and I'll send it to dermatology, and that I'll get a text link to submit the picture. I was speaking for the dr for around 1 minute, it was a complete waste of a face to face appointment which could have gone to someone else. I have never once had a bad experience whilst registered at this doctors, I have been here since I was born and this is this first time I have a slightly negative experience and that I have questioned the GDPR practices. I can understand this may be a one off and I would never normally complain but as I said I would be so disappointed if I was the patient on the other end of the phone.

2026-07-14 12:29:10 [View entire form](#)

I was fairly happy with my treatment the surgery

2026-07-15 08:54:39 [View entire form](#)

Give an approximate time when person is going to call would be helpful...

2026-07-15 08:55:49 [View entire form](#)

Iv was happy with my phone appointment at the sugery the only thing that could be better is if the appointment time could be kept to the time suggested if not able to do that then just say a morning or afternoon call so people are not confused about the set time when they book other than that im very happy with the practice and help they give me

2026-07-15 08:59:29 [View entire form](#)

Nothing doctor was so lovely explain everything clear and what is the most important help me

2026-07-15 09:05:51 [View entire form](#)

Put co codamol tablets on repeat prescription so I don't have to keep ringing up for more painkillers

2026-07-15 09:12:35 [View entire form](#)

Nothing at this time

2026-07-15 09:17:21 [View entire form](#)

Nothing everybody was very helpful

2026-07-15 09:32:47 [View entire form](#)

Very good doctor Dr Faiz, included me in the plan at all steps, clear explanation and explored by ideas, concerns and expectations.

2026-07-15 09:37:08 [View entire form](#)

Not keen on new appointment system. Had to ring surgery as needed a follow-up appointment, but receptionist couldn't make the appointment for me over the phone

2026-07-15 09:46:54 [View entire form](#)

Make it easier to arrange an appointment with the same doctor when its a follow-up appointment

2026-07-15 09:48:35 [View entire form](#)

My doctor used CHAT GPT to answer my questions. I already did this prior to my appointment so felt it was a waste of time for him to tell me something I already researched myself. Doesn't look very professional for them to having to use AI to answer my questions about my medication ? How reliable is that ? I was also told I had to self refer to a midwife which isn't possible after trying to do so. I then had to call back for somebody to book me an appointment. Probably will just use chat gpt next time I have an health concerns

2026-07-15 10:05:38 [View entire form](#)

It was excellent

2026-07-15 10:10:43 [View entire form](#)

Keep up the good service

2026-07-15 10:18:55 [View entire form](#)

Very helpful and welcoming, didn't rush me out, checked everything and was very reassuring.

2026-07-15 11:11:37 [View entire form](#)

Such a lovely, caring doctor ! Very grateful to her for taking my symptoms seriously.

2026-07-15 11:43:22 [View entire form](#)

The new booking system of doing it all online lacks flexibility, is painstaking to fill out and lacks the warmth of actually talking to someone. The doctors advice of tapering my medication wasn't great either.. no mention of potential withdrawl symptoms, and advice I've since found suggests a much slower tapering is recommended to what I was told. Appreciate it can be difficult to know exactly how to proceed, however, I feel a more cautious approach to medication tapering would have been beneficial.

2026-07-15 12:40:28 [View entire form](#)

Nothing.

2026-07-15 15:33:30 [View entire form](#)

Dr Barnwell is excellent, empathetic and really listens and takes the time to understand my concerns and find solutions that work. Very much appreciated.

2026-07-15 16:59:20 [View entire form](#)

I should have seen a doctor as been referred now so still unsure what is wrong with me

2026-07-15 17:09:10 [View entire form](#)

Ime moved and I though your help was not good.

2026-07-15 17:25:01 [View entire form](#)

She was very kind & Patient,

2026-07-15 20:18:52 [View entire form](#)

Nothing

2026-07-15 21:01:45 [View entire form](#)

We talk a lot about wasted NHS time and this appointment was exactly that, the GP I saw had no idea what I was talking about and kept referring back to something that was completely unrelated. Everytime I said I didn't need to talk about that, I was there only to talk about X rather than Y, she did not pay any attention to me and I came away with nothing. I had to repeat the reason I was there six times and still went straight over her head. Came for help, came away with a headache. Felt very letdown again.

2026-07-16 08:22:06 [View entire form](#)

Somebody more helpful. Perhaps more experience would help.

2026-07-16 10:31:14 [View entire form](#)

This particular appointment was good, useful and informative. I have had some clashes with this DR in the past but this was really good

2026-07-16 14:00:56 [View entire form](#)

Could not have done anything better

2026-07-16 14:14:46 [View entire form](#)

I met with the Dr Chinyowa with my appointment and he was helping me what I needed.

2026-07-16 16:37:40 [View entire form](#)

Find a better way to get an appointment

2026-07-16 20:52:37 [View entire form](#)

Pick the phone up when we ring

2026-07-16 20:54:01 [View entire form](#)

Pick the phone up when we ring

2026-07-17 06:14:44 [View entire form](#)

Dr Malik is fantastic

2026-07-17 19:58:33 [View entire form](#)

The process worked fine for me.

2026-07-19 20:46:04 [View entire form](#)

nothing

2026-07-20 13:15:41 [View entire form](#)

Increase a few minutes on the time allocated to allow both the patient and the doctors to explain the problem and treatment plan needed.

2026-07-20 18:39:38 [View entire form](#)

All was good Thank You

2026-07-21 09:23:16 [View entire form](#)

The doctor was ai what could be wrong with me and ai how to treat it. Then said there was no doctors available to come see it

2026-07-21 09:32:43 [View entire form](#)

Easy to book appointment. Very nice Doctor

2026-07-21 09:35:06 [View entire form](#)

Everything was fine

2026-07-21 09:35:15 [View entire form](#)

I don't remember this appointment

2026-07-21 09:35:24 [View entire form](#)

All was good

2026-07-21 09:36:27 [View entire form](#)

N/a

2026-07-21 09:38:12 [View entire form](#)

All was really good Dr had time to listen to me

2026-07-21 09:46:11 [View entire form](#)

I felt listened to and got the outcome I expected

2026-07-21 09:52:56 [View entire form](#)

Everything ok

2026-07-21 10:53:12 [View entire form](#)

Appointment was 10.20am wasn't seen until 11.15 Sat in a hot un air-conditioned waiting room

2026-07-21 11:13:55 [View entire form](#)

Make it easier to book an appointment for over 75 plus

2026-07-21 12:31:32 [View entire form](#)

So long as I am able to get an appointment I am satisfied with the way I was treated

2026-07-21 14:09:35 [View entire form](#)

I filled the form two complain the doctor refuse to check my baby

2026-07-21 15:12:50 [View entire form](#)

Dr Malik was a very Special Dr

2026-07-21 17:51:58 [View entire form](#)

Very helpful

2026-07-23 17:12:53 [View entire form](#)

More time to explain

2026-07-24 08:11:14 [View entire form](#)

I've cut my hand on something sticking out of your front door. I was helping a woman in with a pushchair and there was a nail or a splinter or something sticking out that has cut my hand. I'm fine but worried about vulnerable people doing the same.

2026-07-26 17:43:13 [View entire form](#)

Make appointments easier to get

2026-07-27 19:35:23 [View entire form](#)

The doctor was keep telling that is running late

2026-07-28 07:59:23 [View entire form](#)

Nothing. Very impressed with the process of getting my appointment on the same day. Reception staff extremely friendly and Helpful (Nicky) and locum doctor was friendly, professional and extremely thorough . Thank you

2026-07-28 08:05:58 [View entire form](#)

Appointment was 4 days after requesting. While it wasn't an urgent issue, my work place was pushing for an outcome.

2026-07-28 08:17:33 [View entire form](#)

I can't think of anything that can be improved. Keep up the great work!

2026-07-28 08:29:02 [View entire form](#)

All ok

2026-07-28 09:34:48 [View entire form](#)

Perhaps a 2 hour block for telephone calls from doctors would be helpful.

2026-07-28 10:16:02 [View entire form](#)

The other week, my little sister had an appointment and I had left work to take her, expecting they wouldn't take too long. As there was only one doctor in the surgery the wait time was ridiculously long. I and many others were seen way after our agreed upon time.

2026-07-28 10:16:15 [View entire form](#)

Why do you keep referring to a walking centre when you are my GP i feel like a second class citizen in my own country

2026-07-28 12:36:48 [View entire form](#)

N/a

2026-07-28 14:46:16 [View entire form](#)

Would have been good to see dr sooner but I understand demands high Attention during the appt from GP was exceptional

2026-07-28 17:06:19 [View entire form](#)

Appt times availability for workers

2026-07-28 20:42:42 [View entire form](#)

Amazing doctor who listened to my concerns after my son had experienced an allergic reaction to nuts. Referred him urgently and also called me the next day to prescribe epipens. She was lovely and so responsive.

2026-07-30 15:47:08 [View entire form](#)

you are a very good team cannot fault you

2026-07-31 08:21:28 [View entire form](#)

The doctor that was in a hurry although we had plenty of time ,everything that i asked she used to tell me ask the receptionist