

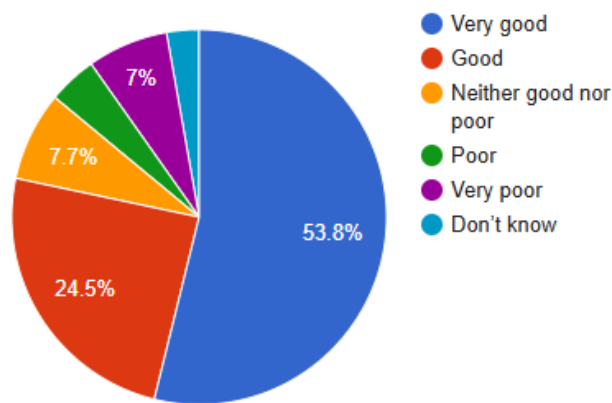
June 2026

FFT admin

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	77
Good	35
Neither good nor poor	11
Poor	6
Very poor	10
Don't know	4

Total responses: 143

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 56 responses:

2026-06-03 08:26:59 [View entire form](#)

I didnt have sn appointment

2026-06-03 08:36:51 [View entire form](#)

Did not have a recent appointment

2026-06-03 09:06:35 [View entire form](#)

Everything

2026-06-03 09:21:59 [View entire form](#)

I didn't get an appointment unfortunately. I was sent a link but all appointments were booked up. I tried the link again the next morning and the same result. All booked.

2026-06-03 09:22:38 [View entire form](#)

At 10.06 today by text message, I've been sent the same 3 messages that start 'you recently has an appointment at the surgery ... please fill in the survey'. No one's had an appointment at the surgery as my father is a housebound patient. No idea why the message was sent 3 times and no idea why it was even sent at all.

2026-06-03 09:30:08 [View entire form](#)

Make the online booking slightly quicker if possible,more direct questions

2026-06-03 09:44:30 [View entire form](#)

I'm registered to a local GP practice for a reason, but the only available slots seam to be only at the Walk-in centre that is significantly further away than the Lanes Medical, despite sending the request first thing in the morning.

2026-06-03 09:58:04 [View entire form](#)

It was prompt and helpful

2026-06-03 10:03:09 [View entire form](#)

Stop sending insensitive generic emails to people who are housebound asking "about your recent visit to the surgery"

2026-06-03 10:13:54 [View entire form](#)

Professional, empathetic staff. Clean environment. Efficient service.

2026-06-03 10:31:07 [View entire form](#)

Everything perfect thanks

2026-06-03 12:05:12 [View entire form](#)

Since moving appointments online it's difficult to get a same day appointment or even one for several days. Please go back to having to call for appointments even if you where on hold for 40 minutes 9 times out of 10 you could get an appointment the same day . The level of care is still great when you can get in .

2026-06-03 13:02:36 [View entire form](#)

Doctor wright is the most politest and kindest doctor id just like to say thankyou to yourself for supporting me through my ear issue and my under active thyroid kindest regards. Mike barnwell for any help you gave me. But the booking apps could be better.

2026-06-03 13:40:08 [View entire form](#)

Don't be offended that I don't remember what time it was when I rushed to the appointment at 5 pm. They didn't inform me that it was canceled. The nurse at the reception was phlegmatic, she wrote that I don't speak English, that is, I'm deaf, I don't understand what she said. I didn't understand why the appointment was canceled. The doctor stopped the Indapamide medication given by the cardiologist, they gave me another one instead, Doxazosin, which made me so dizzy that I was afraid to walk up the stairs, I almost threw up on the bus. I had to ask the cardiologist for an appointment to give me back the Indapamide medication. When the nurse was kind, did she measure my blood pressure? My dear, I can't hear, I read from lips.

2026-06-03 13:52:05 [View entire form](#)

Finding it difficult to get to surgery recovering from stroke taxi to get my pressure taken taxi for info so many issues returning back anback because of wating on treatment from different dept

2026-06-03 14:06:50 [View entire form](#)

Nothing

2026-06-04 11:11:30 [View entire form](#)

The Dr tried his best to convince me to stop taking tramadol, however I will be on Tramadol for the rest of my life now as there is no cure for arthritis

2026-06-04 19:37:27 [View entire form](#)

Not broken don't fix it

2026-06-06 18:20:30 [View entire form](#)

The staff and doctors at THE LANES are excellent , dont change things ,there fine as they are

2026-06-09 15:49:12 [View entire form](#)

Be able to get an appointment sooner without filling in a form

2026-06-17 09:46:04 [View entire form](#)

You could actually sort out my problem instead of hoping I go away.

2026-06-17 09:46:54 [View entire form](#)

Everytime I come for an appointment my problem isn't addressed just fobbed off, been dealing with a bad throat and a lump for over a month now. I haven't made another appointment because what's the point

2026-06-17 10:10:41 [View entire form](#)

Really good, very professional

2026-06-17 10:17:18 [View entire form](#)

It was all good

2026-06-17 10:19:49 [View entire form](#)

Everthink is fine

2026-06-17 10:20:39 [View entire form](#)

Good treatment

2026-06-17 10:42:05 [View entire form](#)

I haven't had an appointment recently

2026-06-17 10:42:10 [View entire form](#)

Test results should be informed to patients automatically, whether normal or not, without the patient needing to follow up.

2026-06-17 10:42:55 [View entire form](#)

The doctor doesnt listern to me he obviously didnt look at my notes 5 days antibiotics ate no good ive already asked to to give me an appointment with him hes rude and not good at all

2026-06-17 10:44:01 [View entire form](#)

Dr.wright is the most wonderful practitioner she been so incredibly supportive to my entire family through what has been a most terrible time. Her professionalism, compassion and total dedication to offering us the right support in a timely way has been very much appreciated. Thankyou

2026-06-17 10:49:22 [View entire form](#)

Appalling attitude and no follow-up

2026-06-17 10:52:04 [View entire form](#)

The doctor only wanted to know one issue with me not anything else i wanted to ask him

2026-06-17 11:40:40 [View entire form](#)

Worst doctors I've ever been to

2026-06-17 11:42:24 [View entire form](#)

Anything you can do that speeds up my Neurology appointment. I've had footdrop for 5 years. Multiple appointments , referrals to MSK & physio but no cause diagnosed or treatment prescribed whether surgical , pharma or physical aids. The hospital told me could be a year on waiting list as was classified as non-urgent . I think it's urgent due to immobility , stumbling & tripping. The GP wrote a very good letter to Neuro at Royal but not heard anything for almost 5 months from original referral from MSK. Thankyou

2026-06-17 11:45:02 [View entire form](#)

To be fair I got an appointment very quickly following the triage questionnaire. Don't get any continuity any longer with GPs, but that's across the NHS. The GP I saw was proficient and followed up with my results a week later

2026-06-17 11:45:38 [View entire form](#)

Seen Micheal Barnwell (ANP) who was professional , polite and knowledgeable. Many thanks

2026-06-17 11:49:40 [View entire form](#)

Provide blood test in the surgery

2026-06-17 12:07:52 [View entire form](#)

Would have been id i had been put through to Doctor first not wrong specialist nurse

2026-06-17 12:08:37 [View entire form](#)

GP was not very thorough and needed to speak to a colleague. I had to use my own phone to take a picture of the lesion, whereas at previous appointment the GP had the

equipment and thoroughly looked at the lesions. She then put i wanted a tatoo removal, which was totally incorrdct. Overall i will not be seeing that GP again

2026-06-17 12:58:36 [View entire form](#)

Had a lit of help from ine of your staff and she did the most to get an appointment for my wife.

2026-06-17 13:48:12 [View entire form](#)

There was nothing.

2026-06-17 13:50:38 [View entire form](#)

None

2026-06-17 14:28:47 [View entire form](#)

Waiting time but I no your very busy

2026-06-17 14:31:19 [View entire form](#)

When people ask for a male doctor don't give them a female it happened once. But it turned out not to be a problem

2026-06-17 17:40:10 [View entire form](#)

Nothing

2026-06-17 17:48:50 [View entire form](#)

I haven't recently had an appointment at the surgery

2026-06-17 19:09:42 [View entire form](#)

Show more pastoral care

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

Very difficult to get an appointment during the evening after work as i work long days

2026-06-17 21:10:00 [View entire form](#)

Keep it up service.

2026-06-18 14:34:41 [View entire form](#)

Dr googled symptoms of wind in babies in front of me and wouldnt prescribe anything even though i cant currently buy anything in shops due to manufacturing issues and gripe water she cant have as not old enough. Waited 30-40 minutes past my appointment time to be told they wouldnt prescribe anything, didnt check her over either or anything so could have done it over a phone call :-(

2026-06-18 18:29:26 [View entire form](#)

The appointment was booked for 2pm, but I received the call at 11am. Fortunately, I was able to take the call

2026-06-19 14:31:16 [View entire form](#)

More time

2026-06-21 20:01:16 [View entire form](#)

Nothing really. Nurse Banwell was very sympathetic and supportive with my recent consultation. Thank you.

2026-06-25 07:53:04 [View entire form](#)

The radio in the waiting room is very loud. When you're sat waiting feeling unwell, pop music is the last thing you want blasting out.

2026-06-25 16:47:37 [View entire form](#)

I think surgery doing good job

2026-06-30 11:16:46 [View entire form](#)

Train isobek on reception