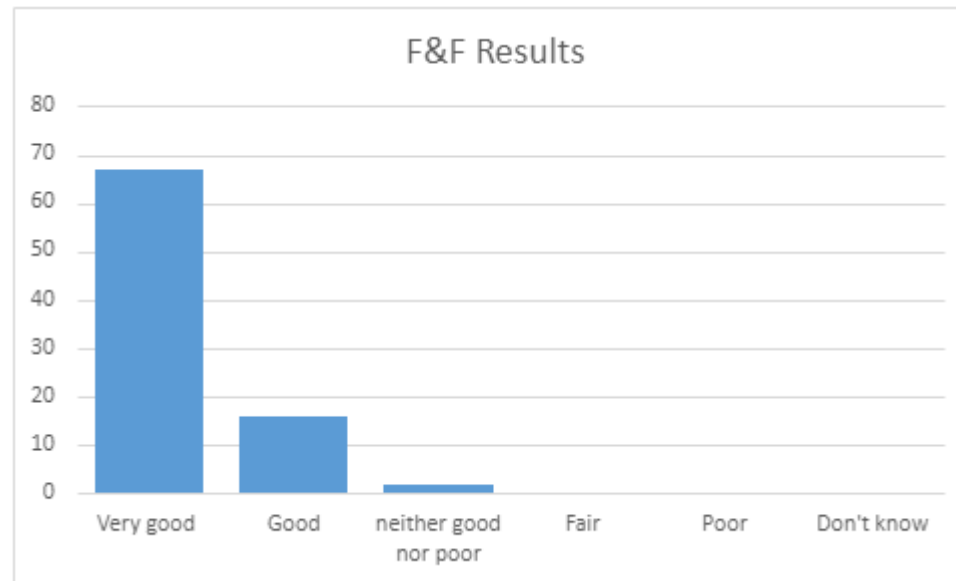


## August 2024 – Friends and Family Test Feedback

Overall, how was your experience of the service you received?



Overall, how was your experience of the service you received?	Please can you tell us why you gave your answer?	Please tell us what we are doing well?	Please tell us how we can improve?
Good	Based on previous appointments	Getting an appointment on the day I call. Good communications	Ensure notes are upto date Eg allergies
Very good	Very comprehensive, future treatment and non treatment clear	Timing of appointment	
Very good	Swati was kind, thorough and considerate		
Good	Not had consultation yet	Pleasant staff	Definite need for a fan in very hot waiting room
Very good			
Very good	Staff I spoke to this morning on the phone and when I arrived were very polite and helpful		
Good	Having conversation and treatment at the surgery	Kind and courteous. Getting appointments when necessary	

Very good	Best appointment- All done in the same day	Attention and friendless	Just jeep
Very good	Friendly service	Phone, appointments are prompt	n/a
Very good	Appointments on time and clear instructions	Able to get an appointment same day as requested. Good need to try and maintain this	Easy access and swift appointments
Good	The staff friendly and pleasant. I was offered same day appointment	Caring attitude, efficient. Regular check up clinics	Perhaps more appointments
Very good	Very helpful on the phone when booking appointment	Lovely receptionists	
Very good	Attentive and thorough. Excellent wide range of service	Everything	Find some way to overcome the 8am rush for appointments Reduce the turnover of doctor
Very good	Friendly - easy to get hold of	Seems a haapy place to come here	
Very good			
Good	Quick, easy check in with polite staff	Staff polite	
Very good	Always friendly and helpful	Never had a problem	
Good	Always friendly	Knee	
Good	Appointment on time, friendly staff		
Very good	Always happy	Experience always nice	It's all good
Very good	You have time for us	ontime	None
Very good	Thank you amanda and Dr Ahmad for help yesterday. Very helpful and grateful		
Very good	Excellent receptionists. Great Nurse who I saw today. Carolyn was great	Everything don't change	
Good	Polite friendly staff	Changing the music	Accessiblity
Very good		No complaints	Better enter trance doors are different
Good	can always get an appointment		
Very good	All staff very helpful		Surgery looks very tired
Good		Nurses wonderful	Surgery wants painting
Very good	Reception very friendly		Put in a lift
Good	Good service	Friendly staff	
Very good	Speedy to answer phone. Lovely receptionist	As above	Not sure, I don't come often
Very good	Efficient, Friendly, professional	As above	
Very good	Didn't feel rushed	Dr phoned line, so easy to get appointments	n/a

Good	I was looked after well	Everything	
Very good	Got appointment for same day, Good advice and treatment	Appointments on time. Good to use NHS app for appointments. Also good to see treatments/ messages on this.	Screen in waiting room to show doctors name and time
Very good	Service always good	easy to book appointments. Doctor always friendly	
Very good	Prompt pleasant attention		
Very good			Better disability parking close by
Very good	Mrs Barnwal was thorough,kind, and a great listener	You always take such good care of me	
Very good			
Very good	I have always had a very good service, from the practice. The staff always very professional and friendly		n/a
Very good	Because you are		Get more receptionists
Very good	The doctor listened very well	I got an appointment the same day	
Very good	all good- good doctors and friendly receptionist		Bike rack outside
Very good	Friendly staff made you feel welcome	Easy access to computer appointments	
Very good	Same day appointment, great services	Very professional service	Can't
Very good	Available appointment		
Very good	Always friendly and hopeful	No complaints	
Very good	I usually see a doctor when I need one	Reception is very good	
Very good			
Good	Most staff truama informed but some require repeated training details	Support with blood test	repeated BT which are very triggering for my PTSD
Very good	You supported me when I was at my lowest	My medication was such a muddle when I was discharged from hosptial, you sorted it and reduced my stress	I don't feel qualified to do that
Very good	Last appointment- phoned and booked. Seen and perscription same day!	Attention and friendless	You just keep doing what you're doing
Very good	Always friendly, efficient, fairly prompt for appointments	Following up and referring	Nothing
Neither good nor poor			Get more Doctors
Very good	Staff were very polite and helpful		

Very good	appointments given with only a short wait lovely friendly staff, felt at ease	As above	
Very good	Online contact, Symptoms I had. Got an appointment for next day pm	As above	n/a
Very good			
Very good	Very good experience, doctors always respond to be problems	Nice Treating for patients	More available appointments in shorter period of time
Very good	Dr was thorough and clear in all explanations of my issues	Same day appointments	
Very good	Excellent attention to detail	Very pleased staff. Booking appointments on the app	
Very good	Telephoned for an appointments for my son. Appointment given same day	All Stuff from reception to doctors always considerate and helpful	
Very good	Happy with service		
Good	Nothing bad to say	I like the text messages	Sometimes staff can be abrupt on phones
Very good	Always managed to get an appointment when need be	appointments always available if you check early enough	
Very good	Cathy was very pleasant and helpful	Listened to what I had to say, made me feel comfortable	
Very good	Everytime I have used the surgery I have received excellent treatment and advice	Everything	I can't think of any areas to improve
Very good	I find the service here is excellent, I have a very good gp and rest of the staff are friendly and helpful	As far as I'm concerned- everything is done well here. Despite the pressure that the NHS is under!	n/a
Good	Booking flexibility, reception staff	Availibility of doctors and nurses. Reception staff customer service	Online booking for appointments
Very good	I was listened too. Everything was explained properly and I didn't feel rushed	Polite staff, I feel confident with the care at this surgery	The surgery needs redecorating
Very good	Very swift response to online request and appointment offered	Really quick and efficient response to requests. Friendly and helpful staff	
Very good	Very nice Doctor		
Very good	NHS app to book appointments works well for me. It saves queuing on the phone	Good telephone appointment on time. Easy to book appointment. Out of hours later appointment are a good fit with work	Waiting area could do with a refurb. Face to face appointment on time
neither good nor poor	Same time service is good sometimes.		needs a revamp building looking tired

Very good	I'm always seen speedily and with compassion	The phone and online system makes the booking appointments very simple. Staff are always happy to help if they can	
Good	Under a difficult time was kept informed of how long I was going to wait	Everyone this friendly and the staff have always helped me and my husband. They rang me when he died in may	The only problem I have is the parking
Very good	Easy check in, simple to use for an oldie	Always found an appointment by phone or app	you are doing very well in difficult times in NHS
Very good	Friendly and welcoming	Clean and tidy, well managed	
Very good	Because they are always attentive with my needs		
Very good	Helpful reception staff when I rang to make my appointment	Range of ways to access appointment. Range of appointment times and clinics	
Very good	Good answers and help given		More appointments available
Very good	Friendly and helpful	Always more than helpful	
Very good	Easy to book in	Can book in quickly	
Very good	Staff on reception very friendly. Always friendly over the phone	Easy to get appointments	Parking is difficult but it is not the practice fault

### Key points on "Please tell us how we can improve?"

Definite need for a fan in very hot waiting room	We do have aircon units in both waiting rooms so we are really sorry that this wasn't in action. If it is too warm/too cold, please do tell reception and they will do their best to accommodate.
Reduce the turnover of doctor	Regarding the turnover of doctors, we sadly had to say goodbye to Dr Rogers recently. Dr Rogers was our registrar and then took on a temporary GP position to cover maternity leave. We would have loved to have Dr Rogers stay with us; however, we are a small practice (approx. 9500 patients) and we only have the room capacity to house the number of GPs we currently have.
Put in a lift	Due to the current space within the building, we do not have the capacity to make this possible. Every single room is occupied for at least one day a week. If you are unable to use the stairs, please let reception know and they will ask the clinician to see you in a downstairs room.
Bike rack outside	We have contacted the council regarding this and are awaiting their response.
Face to face appointment on time	We do really apologise for delays in appointments; however our clinicians do take this very seriously. Please be mindful that delays may be caused by previous urgent medical issues, procedures taking longer due to complications, some patients are vulnerable and need unexpected longer appointments. If you do have concerns, please address this with reception.
The surgery needs redecorating	This is a topic that is continuously being raised. We completely understand this and do agree with you. However, due to funding, we are doing this step by step. Last month, we had our toilets repainted.