

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: May 2024

### Responses

Surveyed all patients seen in the survey month  
 Responses: 103

### Survey Results

# May 2024



**98%**



**1%**



**1%**

### Report Summary

Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
<b>Total</b>	<b>93</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>103</b>
<b>Total % (rounded)</b>	<b>90</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>100%</b>

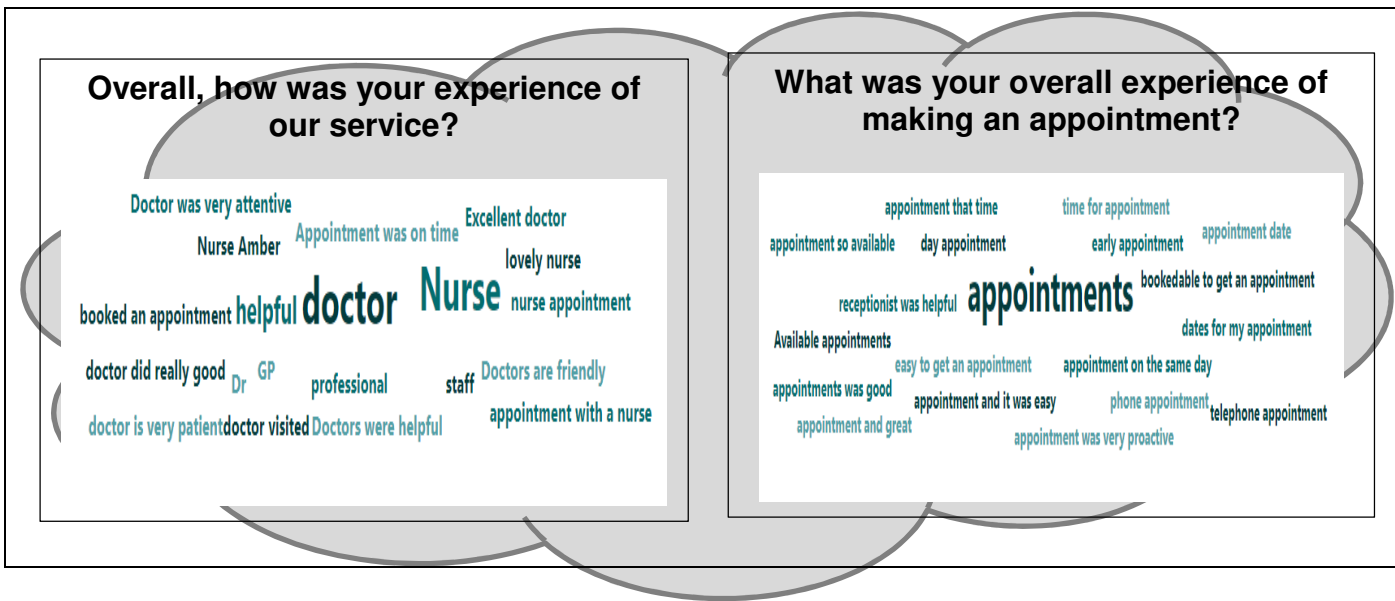
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
<b>Total</b>	<b>87</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>103</b>
<b>Total % (rounded)</b>	<b>84</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100%</b>



## Thematic Analysis of comments

Notes: Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.



## Patient Free Text Comments: Detail

Notes:

1. Free Text Comment received for current reporting month.
2. Classification based on initial response to Q1 rather than content of message.
3. Where consent withheld comment redacted

Very efficient; I liked the iPad check-in service. I was seen a few minutes before my appointment time.	Very Good
Dr Alvez was a great man very helpful Thank you Dr Alvez	Very Good
Great Receptionist, always friendly and helpful. GP that I have trust in. Thorough examination, planned follow-up (8 weeks). Also checked my progress on a previous Hospital referral. Made appt to see the Nurse for my annual review. ( GP made a follow-up call later in the day)	Very Good
Easy to book appointment, helpful reception, excellent doctor	Very Good
	Very Good
I am very satisfied about my enquiries during my appointment.	Very Good
I'm very pleased with the doctor treatment , give me the necessary attention .	Very Good
The staff and the Doctors are available to help and assist especially in emergency. Top priority is given to patient's condition.	Very Good
All staff are polite, very friendly and helpful.	Very Good
I answered it by text and not delivered ?, Well controlled comfortable, very clear, understood, a good experience, thank you ,	Very Good
The nurse was very understanding that I was nervous, she was amazing	Very Good
The Nurse was very informative and easy to talk to.	Very Good
	Neither good nor poor
The trainee Doctor was very attentive.	Very Good
I was so worried about this appointment but the doctor did really good. Even better than the doctor they did this exam in king college hospital.	Very Good

Everyone was polite and the system was very efficient - I had not met my doctor before but she was very reassuring and helped me with my problem	Very Good
Dr was excellent. Took the time to explain the problem clearly to my son and gave us practical info on how we can treat it. Was super professional and pleasant.	Good
The doctor is very patient and sort the problem very efficiently.	Very Good
Doctors I have seen were excellent and very professional in dealing with my problem and I am so much better now, thank you.	Very Good
Excellent professional care from everyone at this new to me practice- delivered with efficiency compassion and kindness. I left appointment reassured and with clear ideas what I needed to do moving forward	Very Good
My service at my GP is always good so farr	Good
	Very Good
The doctor was professional, personable and communicative. I received excellent treatment.	Very Good
Dr Chawdery really listens in an attempt to get to the bottom of your challenge. She is compassionate and incredibly knowledgeable, always putting me at ease and leaving feeling as though we've got a plan to move forward.	Good
It's was good overall	Good
	Very Good
I always find the service at 306 excellent.	Very Good
Got seen on time and doctor was very good in dealing with my condition	Good
Nurse Amber explained everything very clearly and helped with something else that was concerning me.	Very Good
GP was v helpful but long wait time	Very Good
Dr Daly is always so thorough and caring.	Very Good
	Very Good
	Very Good
The service was quite efficient.	Very Good
Saw the Nurse and she was professionalbin her approach, extremely attentive, and through. Gave me space to raise concerns. She made referrals and a further appointment to see her.	Very Good
Was seen on time. Doctor very understanding - I felt well heard.	Very Good
Doc Jakhura was very friendly and kind to me and my son	Very Good
Fast services, Doctors listening carefully to patience complaint, the attendant and nurse were all had working.	Very Good
The pharmacist was friendly but professional at the same time	Very Good
	Very Good
Dr Choudhary was incredible. She took the time to understand my problem and then referred me to a specialist for further support	Very Good
Despite there being a bit of a wait, the nurse that I met with was really friendly and made me feel at ease. This made the entire experience so much better.	Very Good
Detailed and precise.	Good
I was seen promptly and the Doctor was very informative.	Good
The nurse was kind and appointment on time. Staff, as always, incredibly welcoming.	Very Good
Expert advice. Very helpful. Prompt appointment!	Very Good
Nurse was extremely professional and attentive.	Very Good
I needed an urgent appointment and got one. I also saw the nurse who was lovely. Your new receptionist Jaya is so helpful and polite.	Very Good

Because it was good the staff always try to help	Very Good
Was 9am appointment.. got called in at 9:06am and the Nurse was very specific and answered all of issues..	Very Good
As always am happy with the service. There was a small mix up with my appointment but the reception rectified this very quickly.	Very Good
	Good
Excellent service. I had a wonderful patient experience. My doctor was very patient as I asked a lot of questions regarding my condition	Very Good
Dr Chawdhery is kind, thorough and efficient	Very Good
Because made me feel comfortable and was very caring	Very Good
Friendly reception team, amazing and very professional resident nurse	Very Good
They kept me for so long, they attending other people that I came in before them and i have to missed other appointment because they don't work towards their bookings	Good
The doctor did not make me feel rushed, he listened carefully and fully answered my questions. He explained the next steps and the referral process. He put my mind at ease. I was very happy with the service and care that I received.	Very Good
The doctor was very helpful and understanding	Good
	Good
Jai booked me in for an emergency face to face appointment when I called in severe pain that same afternoon. The doctor was approachable and methodical in assessing me. Took into consideration my current situation and gave a relevant and helpful solution.	Very Good
The on the day appointment for my elderly mother was great with the GP. He was so polite and very caring. Asked lots of questions, provided medication and a referral for bloods. He was so considerate	Very Good
Kind caring professionals	Very Good
Seen promptly, taken seriously, given good advice and referral, friendly and personable, listened to me	Very Good
Got an appointment without any difficulties	Very Good
Anyone I spoke to was helpful	Very Good
Good attention	Good
Doctor was so attentive to my daughter, he communicate easily and so professional.	Very Good
I've just had a hip replacement and I was given the exact date ,the hospital had said to look at my wound	Very Good
I gave my answer because I did not have to wait too long. Everyone was polite and friendly	Good
Dr Taylor was excellent in dealing with my problems over the past couple of weeks and I am very grateful for his care with me.	Very Good
Nice friendly helpful staff.	Very Good
Staff	Good
	Very Good
	Very Good
Always nice friendly and helpful reception staff. Call gets answered in reasonably time frame and doctors are all fantastic. Personable and professional and I trust their advice.	Very Good
The GP internee who attended to us was excellent. He was respectful and kind and my twin toddlers were immediately put ant ease. They responded very well to him and there was no crying or fussing.	Very Good
Excellent GP intern. He was patient and kind. My twins toddlers were immediately put at ease and were responsive to the doctor. Best doctor visit we have ever had. So thank you	Very Good

Had an appointment in person on short notice for my baby	Very Good
Nurse Brown is wonderful and always friendly and efficient!	Very Good
The doctor's service was indifferent. It was less than helpful. However, the reception was most efficient.	Very Good
I didn't have to wait long	Very Good
	Very Good
Listened and questioned to confirm her understanding	Very Good
I had a very pleasant visit judging firstly by the civility of the reception staff, cleanliness of the waiting room and the patients' loo, and timeliness of my call-up. The Nurse was welcoming, calming and very positive. I left the Centre feeling much better.	Very Good
Very easy to check in, nurse and reception staff were helpful and friendly	Very Good
Appointment on time and pleasant	Very Good
	Very Good
Very informative	Very Good
Very easy to book an appointment, reception staff are exceptionally helpful, nurse brown was professional and friendly and put me at ease.	Very Good
The doctor was knowledgeable and supportive, took the time to really check into what my issue was and helped to make the right referral	Very Good
The doctor take good care of me ,	Very Good
The Dr. Appears to be quite pleasant could not fault him for anything on that day, first time meeting him	Good
All the staff is excellent Very warm and welcoming and accommodating	Very Good
All the staff is very warm welcoming and accommodating.	Very Good
The nurse was super kind and gentle with Sebastian, who is only 4. She was really well informed about which vaccines he needed and clearly explained it all to me and answered all my questions. She took her time with him and made him feel at ease which I was very grateful for.	Very Good
I was seen promptly	Very Good
	Very Good
Lovely and accommodating staff	Very Good
The GP was extremely supportive, prompt and kind	Very Good
I was seen on time and my assessment was very thorough and performed by an experienced and very professional practitioner	Very Good
I was encouraged and felt comfortable explaining new symptoms and reassured by explanation of steps/tests to have to establish what the symptoms were a result of.	Very Good
We are very lucky to have the best GP in East Dulwich. We feel like family members with our GP.	Very Good