

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: June 2024

### Responses

Surveyed all patients seen in the survey month  
Responses: 101

### Survey Results

# June 2024



### Report Summary

Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	84	13	1	0	3	0	101
Total % (rounded)	83	13	1	0	3	0	100%

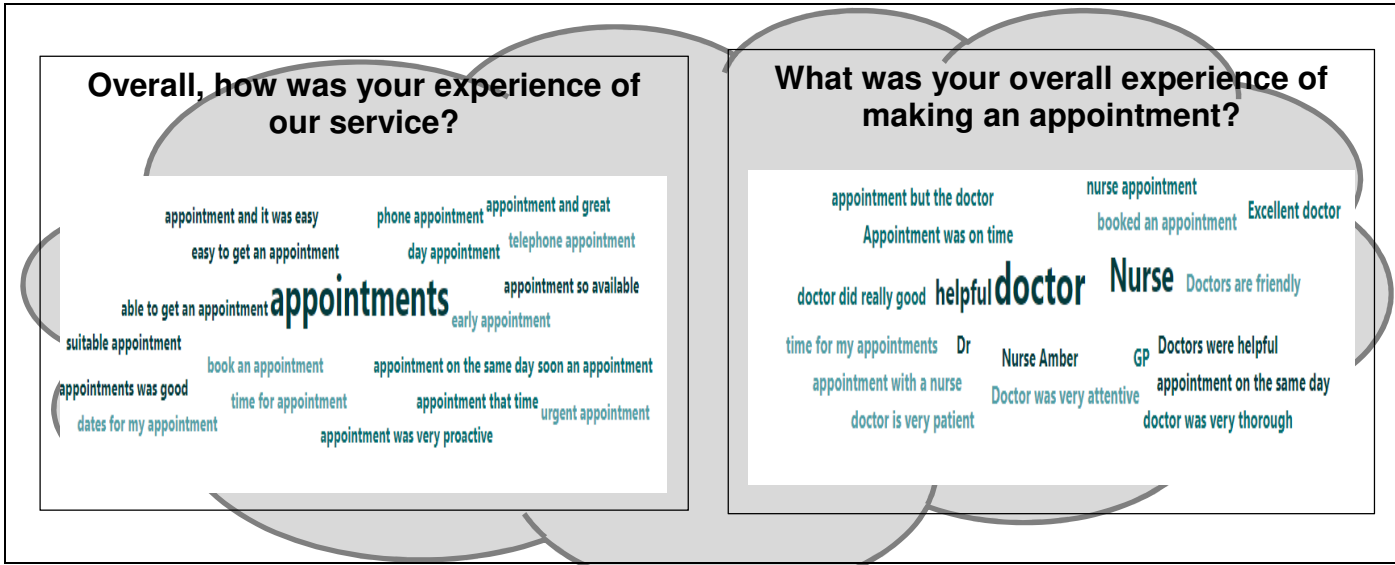
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	80	18	1	0	2	0	101
Total % (rounded)	79	18	1	0	2	0	100%



## 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

Please can you tell us why you gave your answer?	Overall, how was your experience of our service?
Friendly and efficient	Very good
Seen on time and polite staff	Very good
Medical Centre always priorities appointment based on urgency and all GPs are very professional and patient	
	Very good
The doctor was helpful, he answered my questions and made the prescription. Thank you	Very good
Lovely doctor and great reception team that go out of their way to find appointment slots	Very good
My doctor really listened to me	Very good
Needed to see a doctor and was given an appointment in the afternoon.	Very good
Because I didn't have to wait for my appointment as before, were Dr's or Nurse were late for more than 30 mins.	Very good
Empathetic doctor, very knowledgeable and present	Very good
	Very good
	Very good
Great GP, easy to talk to	Very good
Great care and attention to treatment	Very good
A good question deserves a answer with due respect.	Good
The nurse, Amber, was very sweet and professional. Only good things to say about her.	Very good

I felt the doctor didn't listen to me	Neither good nor poor
Amber Is always kind	Very good
It was easy to to book an appointment and see a doctor, in the same week. It was easy to book in and I went in on time for my appointment. The Doctor was clear and efficient and let me know during the consultation what was going on and why. At no time did I feel it was rushed.	Very good
Dr Katy Daly is so great. I have seen her a few times and she is so helpful and kind	Very good
Friendly reception and excellent practitioners	Very good
Time taken good service	Very good
Quick appointment in person, doctor was thorough and provided what I needed	Very good
Everything was explained very well	Very good
Expert analysis of problem	Very good
The service was first class"overall"	Very good
Appointment was available quickly and the trainee doctor was very thorough. He listened well to what I said and took time to make sure he'd understood correctly.	Very good
Efficient and professional.	Very good
Doctor was very helpful	Good
The waiting time was good	Good
I had fantastic treatment very recently by dr Daly Who saw me the same day of asking for an appointment as I was in serious pain from lumbar canal stenosis and required pain relief of some sort. She prescribed pain relief medication and told me to book an appointment for the first day of her return from holiday. 2 days later I was back in reception for an appointment with the nurse. I was in excruciating pain again from the lumbar canal stenosis and actually had a fall in the reception area. I had immediate help from nurse amber and the receptionist called for a doctor from upstairs who appeared immediately! I was surrounded by medical professionals 😊. Who saw to my welfare . The doctor then fitted me in immediately for an appointment and treated me with care and diligence. It was amazing 🙏. It is a fantastic surgery in all every way possible 😊	Very good
Warm and comfortable people and helpful advice	Very good
DR VERY ATTENTIVE AND PATIENT WITH ME, ALSO LISTENED TO WHAT I HAD TO SAY.	Very good
Even though clinics were running late the time taken with patients was excellent. Thorough discussions were undertaken and examination too.	Very good
Because he has great attention and kindness with the patients, I felt very good. Thank you very much.	Very good
I had all four health issues/questions answered. Good service all around!	Very good
Because all of the doctors, and staff are always happy to help and very supportive.	Very good
When in on time to see Dr	Good
Dr. Chawdhery always listens and is patient. I really appreciate her approach and support.	Very good
In time and friendly	Very good
Receptionist are very helpful and nurse Brown really kind.	Very good
Polite, helpful, kind staff	Very good
The nurse was very helpful	Very good
Doctor was friendly, efficient and seemed to care!	Very good
	Very good
Nurse was nice, professional and helpful	Good

Doctor listened and was not dismissive. Planned a follow up appointment to check if the condition improves.	Good
My prescription wasn't sent through to the pharmacy and still hasn't been rectified 32 hours after my appointment even after ringing twice, leaving me with no medication.	Very poor
Receptionist was polite courteous and overall very professional. The Doctor was nice made me , feel comfortable and he was helpful also.	Very good
The nurse attended to me professionally	Very good
Excellent thanks 😊.	Very good
Efficient and professional.	Very good
Excellent	Very good
	Very good
Great service, friendly staff, was seen on time for both appointments.	Very good
	Good
kindly	Very good
I've been seeing Amber for all three of my children's vaccinations and she is just wonderful. She explains everything clearly and is a lovely person - she always puts the children at ease too, even when giving injections!	Very good
I've also seen a couple of the doctors on recent visits and have found them to be brilliant every time. They take the time to listen to the issues and give good follow up advice. I've been visiting the surgery for nearly 8 years now and have always been happy with the service provided.	
Clear and helpful understanding	Very good
As always, very thorough all options covered.	Good
Staff is always polite, nice and professional and the Doctor was good and helpful , thank you Dr Rofo	Very good
	Very poor
Excellent service from my GP who promised to call me back with some information relating to my appointment and she did. I was very pleased with that because she kept her word.	Very good
	Very good
Nurse was very professional and very personable with a caring attitude	Very good
It is a pleasure to meet doctor Lim yesterday, he always makes me feel at ease. He has a wonderful persona about him	Very good
It was better than good it was excellent beyond measure!	Very good
	Very good
I have been seen promptly without waiting too long. Answered all my questions which were related on my visit to the GP. Advised the steps I should take based on my medical needs.	Very good
The nurse was very informative, and made me feel calm and supported as I have needle phobia	Very good
Got a reminder to book a check-up, was able to get an appointment for the next day, got my questions answered, all very simple.	Very good
It was ok with the nurse ok	Very good
Lovely receptionist who listens and goes extra mile - found me a cancelled apt the next day for my bby	Very good
The doctor was very understanding and he has excellent listening skills as well as knowledge of how serious the problem was.	Very good
	Very good
Because they were nice	Good

Easy and quick to book appointment.	Very good
Nurse was very kind and caring during appointment.	Very good
The GP I saw was thoughtful and helpful, didn't hurry me, and yet somehow managed to be running on time.	Very good
All on time. Lovely nurse Amber who dealt quickly with all my issues.	Good
Quick, efficient and caring as always. I'd recommend this GP to anyone - you're doing an amazing job in such challenging circumstances	Very good
From being referred to this doctor till now he has listened to me & guided me every step of the way so I now feel reassured by what we have discussed and knowing that he is by my side every step of the way.	Good
It was excellent as always on time professional extremely helpful! And solved the problem 🙏	Very good
I had all my questions answered. My consultation was helpful.	Very good
Appointment on time, Dr friendly and good with my child.	Good
From reception to the doctor they was polite, the doctor gave me enough time to check my results and give me advice .	Very good
I've been at 306 for a couple of weeks and it's been brilliant. Receptionists are very helpful both in person and over the phone and the nurse is fantastic	Very good
Nurse was friendly and efficient	Very good
This is by far the best GP practice I've been with, the staff are very friendly and polite, and the quality of service is very high! Thank you for your work.	Very good
Appointment was at a convenient time and Dr Lim was very calm and clear in his assessment	Very good
Empathetic and assuring and technically very able.	Very good
Ease of everything. GP was kind and helpful. Great staff at each step of the process	Very good
I booked an appointment through the NHS app for an appointment with the nurse. On the app I wrote extensively what the issue was ahead of the appointment. When I arrived at the surgery, the receptionist asked me to tell her, and everyone else in ear shot in the surgery, the reason I had made the appointment. When I told her that it was confidential, and that I felt uncomfortable telling her (and everyone else in the surgery), I was then told that I would not be able to see the nurse. Even when I was trying to explain to her that I had specified the reason on the NHS app. Maybe this is now standard practice at the surgery to ask for confidential patient information to non medical staff. But I find this wholly unprofessional.	Very poor
Helpful and kind doctor	Very good
All the staff members are so kind and efficient from the reception team (very helpful and supportive) to the GP's who really professionally care and are very experienced.	Very good
I had no waiting time and the appointment was quick with an instant referral to the right specialist. Dr was also friendly and calm.	Very good
Ever since joining the practice it's been like that, happy and professional	Very good
Friendly nurse, good information and quickly seen and vaccinations given	Very good
I felt cared for and reassured that my health will get better. Doctor was attentive, supportive and sympathetic. I felt that she understood my problem and frustration due to chronic.	Very good
The nurse was very understanding. She explained everything clearly.	Very good
I got one item sorted have to wait until next time for the other	Good
Because it was very successful and Dr Daly treated my illness quickly and efficiently with great kindness. And the appointment was also exactly on time.🙏	Very good