

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Aug 2024

Responses

Surveyed all patients seen in the survey month
Responses: 101

Survey Results

Aug 2024



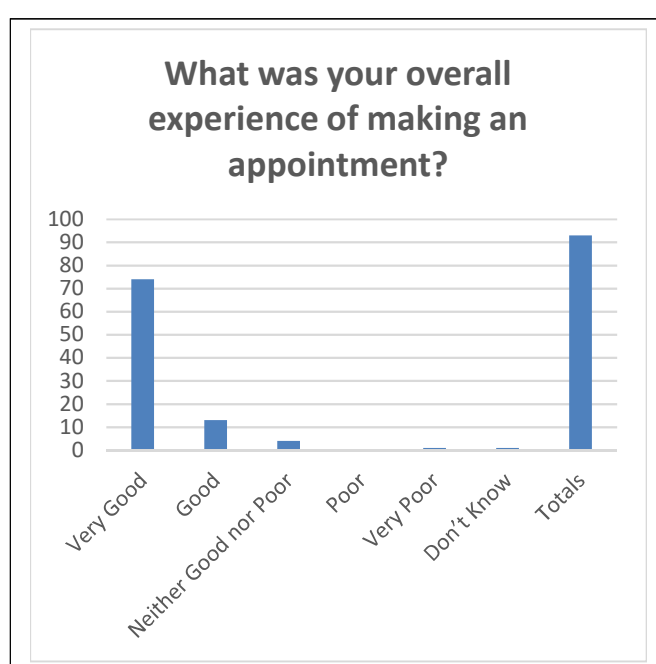
Report Summary

Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	77	8	1	3	3	1	93
Total % (rounded)	83	9	1	3	3	1	100%

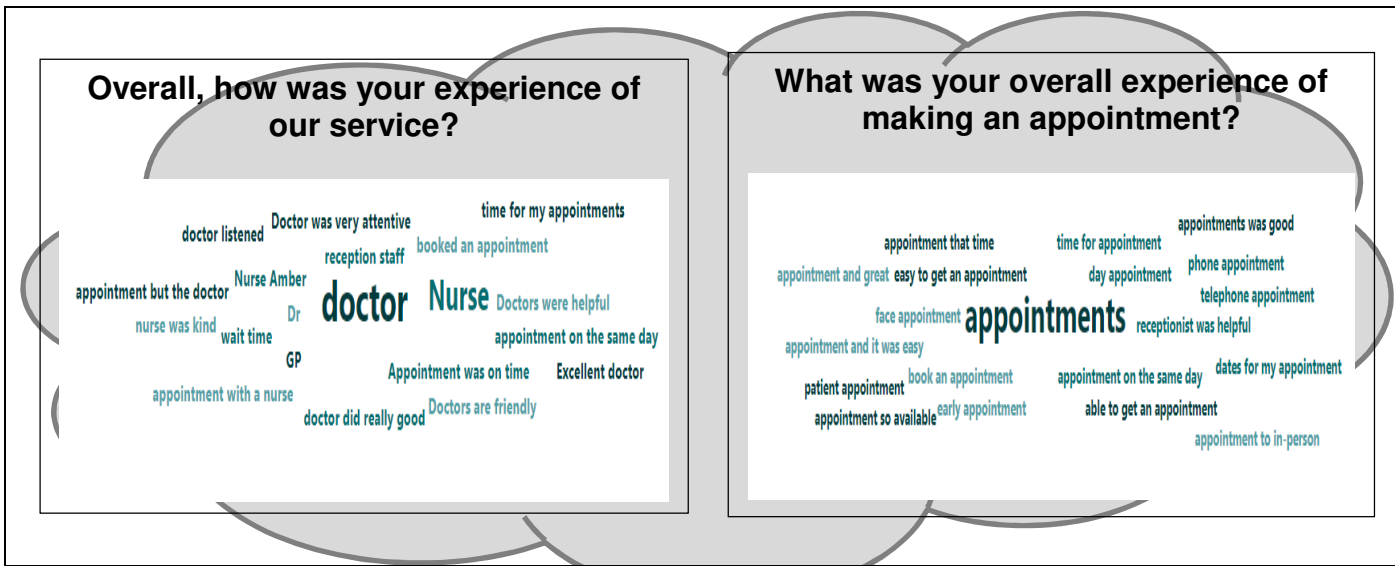
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	74	13	4	0	1	1	93
Total % (rounded)	80	14	4	0	1	1	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

Overall, how was your experience of our service?	Please can you tell us why you gave your answer?
Very good	Kind, supportive, responsive
Very good	No reason it was as I said
Very good	Katy was very thorough, reassuring and responsive. A very safe pair of hands!
Very good	I was seen on time and Dr. Daly listened to all of my concerns.
Very good	Lovely nurse. Hardly any wait time. Straight forward booking.
Good	GP was very attentive and listened to my concerns. Gave a very positive and informed consultation and I was happy with care plan for treatment.
Very good	This was my first appointment as a new patient - impressive!
Very good	
Very good	The practice nurse was lovely. I'm having a difficult time at the moment and I was made to feel comfortable. The appointment was described by the nurse as a quick introduction to each other and some baselines for any future visits. I had longer in that quick introduction and was listened to more than some GP appointments at previous places. As the boxes were being 'quickly' checked appointments to see others at the practice were made for me there and then 😊😊😊
Very good	I got a fast appointment. And the nurse was wonderful.
Very good	I immediately got an appointment for the same day. Dr Chawdhery was very helpful and sympathetic.
Very good	
Very good	I've been attending your practice 4 a few weeks and it's always been 1class I'm saying it because it's how I've found it

Good	
Very good	Nurse and receptionist were very helpful.
Good	
Very good	Nurse was very friendly and made me feel very welcome. Surgery was clean and tidy.
Very good	
Very good	Receptionists were extremely helpful and doctor and nurse were both on time.
Very good	Doctor listens
Very good	Highly understanding & Professional GP
Very good	Doctor listened to me. Asked me relevant questions. He was sympathetic and wanted to help . I was not rushed and genuinely came away knowing I was being helped ...
Very good	Appointment on time and dealt with problem
Neither good nor poor	Book to see my GP, who I was advised was running approx 30 - 40mins behind schedule
Very good	
Very good	Nurse Amber Browne was excellent - very informative and calming patient manner
Very good	
Very good	Doctor seemed well informed but also listened carefully.
Very good	I was able to see a Dr the same day I called and didn't wait for too long.
Very good	Very straightforward appointment.
Very good	Dr Roff. Was patient,. understanding.. got my confidence
Good	All as expected
Very good	Dr Lim is a very knowledgeable and compassionate doctor. Reception are always very helpful too
Good	She knows her job and was very pleasant and caring
Poor	
Very good	Nurse was friendly, professional and interested
Poor	<p>I was waiting for the GP to call me on 30th of July, appointment arranged by 111. I didn't received a call. On 31th I called the GP and receptionist arranged an appointment with doctor at 4pm. Doctor didn't done examination properly, was just saying my son was looking alright, he was smiling. I said no it's not okay, has been 2 weeks already and He just getting worse. He completed ignored my concerns, was just focus on previous Doctor notes (previous Doctor was amazing and explained everything, told me if any better or worsening to see GP or A&E)...So I went home really frustrated and worried about my son's health. My son end up in A&E on Saturday Morning. He has been diagnosed with Bronchiolitis... On Monday he has been discharge from the Hospital, with antibiotics and inhaler . Nurses has been checking on him at home, everyday since we left the Hospital. <Part comment redacted></p> <p><i>*Practice Response: Whilst comment was posted anonymously based on the details we identified in question. No appointment was booked by NHS 111 as alleged. However an urgent appointment was offered on 31/7/2024. Medical records were clinically reviewed and the review was thorough and advise given at the time was correct based on presentation. Parent was advised if symptoms worsened to attend A&E. Child was seen on Wed 31/7/2024 and attended A&E on Sat 03/8/2024.</i></p>
Very good	Because the doctors always have time to listened.
Very good	Nurse Amber was very polite, compassionate and gentle while changing my dressing. This is my first visit to the surgery and I felt welcomed.
Very good	
Very good	The doctor took a lot of time to understand me even listened to some current stress I felt better after the consultation

Very good	Dr Daly is truly wonderful. So professional with a very personal and caring approach. Very grateful for her time and help. Reception staff are also always very kind and helpful. Thank you all for everything.
Very good	Very helpful, caring doctor and no wait time
Very good	The doctor I saw took time to listen to me, advise and make necessary referral for my concerns.
Very good	Very professional and respectful doctors. I feel very lucky to have them as GP. Thank you
Very good	Nurse Amber was wonderful! She's so kind and patient.
Very good	Nurse who administered our baby's vaccines was knowledgeable, gentle and had excellent bedside manner
Very good	I saw the nurse and pharmacist. I would like to say that Amber is a credit to your surgery. She was so kind, sympathetic and gave me so much helpful advice.
Very good	Appointment with the nurse was more or less on time, and she was very friendly and helpful. She also took the time to welcome me to the area which appreciated, and gave helpful advice.
Very good	Staff are really helpful and make accommodations to make things easier which is brilliant
Very good	They are truly caring, friendly and very professional. Their commitment to going the extra mile is inspiring. Lovely individuals from receptionists, to the doctors and nurses. Thank you
Very good	The reception staff are delightful and so helpful. I am always so impressed with speed at which I can get an appointment for my children - today same day. Thank you all
Very good	Whenever I need to see a doctor. there is an appt within a week
Good	Appt started late but was friendly and efficient
Good	Surgery staff are professional, friendly and polite
Very good	The receptionist was very helpful and spoke to the GP for us and then the GO saw us swiftly. He was reassuring, professional, kind and helpful.
Very good	Friendly staff, on time, quick, clean, efficient.
Very good	Friendly staff, on time, quick, clean, efficient.
Very good	It was very brief and well understood as explained.
Very good	It was perfectly on time and the
Very good	
Very good	Dr Chawdhery and nurse Amber were excellent, very kind and reassuring. They made sure I was comfortable during an uncomfortable procedure - I couldn't have asked for better, more compassionate care.
Very good	Excellent service
Very good	Glad to get proper treatment with the doctor who took time to listen thank you
Very good	It was ok for me ok

Very poor	<p>HARMFUL STAIRS CLIMBING: Twice now I have been booked for schedule requiring me to climb stairs that harm my impaired right ankle, quickens OA, when there are Doctors on the ground floor that provide same services without harming me. I expect GP who knows of my severely degenerative AVN&OCD disabled status & nature to reasonably slot me on the ground floor to avoid stairs climbing</p> <p>45 MINUTES WAIT. I suffered uncontrollable outbursts of anger and anxiety when under PTSD & depression attacks. The long waiting and the stair climbing, that I rather avoid, triggered the irritability outburst during my last appointment.</p> <p><i>*Practice Response: We regret that we were unable to identify you as the comment was posted anonymously. The practice provides consulting rooms on the ground floor and there is signage advising patients to inform Reception if they wish to be seen downstairs. It would be helpful if you make Reception aware of your mobility issues and a GP can always come down to see you or you can be booked downstairs. We regret that we do not check medical records at the time of booking an appointment so would not be aware of your conditions.</i></p>
Very good	I was treated very well
Don't know	Staff
Very good	So dedicated a staff
Very good	Excellent
Very good	Great at getting appointments and lovely people who work there
Very good	
Very good	Nurse Amber is super nice and very professional.
Very good	
Very poor	The Dr didn't make me feel comfortable.
Very good	Easy to get an appointment. Doctor very friendly and gave very helpful advice and treatment options.
Very good	Excellent friendly doctor gave constructive advice on the 3 points I raised
Very good	The doctor has a very pleasant manner. I felt I was being listened. A follow-up blood test was quickly arranged.
Very good	Easy to get an appointment- friendly staff
Very good	Dr Mahreen Chawdhery is amazing :) she's extremely knowledgeable, attentive and always makes sure to give in depth support and guidance and makes so much effort to help you as a patient
Poor	i had to wait 2 hours for my appointment because clinic was so behind schedule
Very good	Very friendly staff at reception and very friendly and knowledgeable doctor
Very good	Because the service is excellent in every way possible 🧑🏻‍⚕️
Very good	Always had a great experience - receptionists are polite and try to be accommodating as they can be regarding appts. Cheerful.
Good	Seen on time. Doctor was clear and informative about my treatment and next steps
Very good	
Very poor	Because the receptionist was heartless, there was only a patient at the GP at that time. I could have been able to see the doctor but they refused.
Very good	Seen on time, efficient and pleasant consultation. What more could one ask for
Very good	Because the doctor checked my daughter every aspect of our consultation to make a diagnosis and then she offered a explanation of what is happening and steps to follow.
Very good	The receptionist arranged a same day appointment, the doctor gave me full attention, a thorough examination and confidence in the diagnosis and treatment.
Very good	All was very

Very good	Although I am still not well tired and weary with upset stomach and back ache .The doctor was very helpful and thorough, I was told its covid ,was surprised as I had taken 2 tests and it said clear. I immediately put on my mask as I have been not well since we 31 july passing out on the beach in Jamaica and in hospital there for 5 days where I had another fall as the breaks was not on the wheelchair I was in the shower and left on my own and no alarm but the doctor was very concerned and gave me more tablets which I am taking now.im grateful for all help received hope it works by sunday when the tablets finish.
Very good	Careful explanation of procedure and took time

What was your overall experience of making an appointment?	Please can you tell us why you gave your answer?
Very Good	
Very Good	The nurse was happy to send the request for the medication
Very Good	Got a call to arrange my appointment in person, felt that the person talking to me cared and had the time to find the right slot for me.
Very Good	I was able make a face to face appointment easily
Very Good	Travel vaccination appointment - very quick to make.
Good	
Very Good	Couldn't fault it
Very Good	They were made for me by the practice nurse during my new patient appointment.
Very Good	Absolutely nothing
Very Good	I was called by 306 to book a health check. Got an appt for the next day.
Very Good	Lovely Receptionists and immediately got an appointment.
Very Good	Because I have always received excellent treatment from the Surgery at all times.
Very Good	Phoned one day, had an appointment 4 the next day
Neither good nor poor	The option of face to face was not there anymore they had to call me to book an appointment
Very Good	I had options to choose a convenient date
Good	An appointment should be available online to see a Doctor in person not via phone due types of conditions
Very Good	Super easy to make an appointment online. I then accidentally missed my appointment and called to say sorry, they booked me in the same day.
Very Good	
Very Good	Made appointment quickly for a time I needed.
Very good	Very polite. An helpful
Very good	Very helpful staff
Very good	You employ excellent , kind, helpful and friendly Reception Staff . Thankyou
Very Good	Appointment was offered convenient for me
Good	Booked appointment a week in advance as I wanted to see a specific GP and a 15min appointment, which was possible
Very Good	
Very Good	Easy to book online
Very Good	
Very Good	A quick appointment offered.
Good	I feel reassured by my appointment
Very Good	Very easy to do on NHS app

Very Good	Polite. Helpful always. An seem very caring
Very Good	Easy via nhs app
Very Good	Helpful staff and easy apps and never wait too long
Good	The receptionist was very polite and sympathetic
Very Good	
Very Good	Appointment convenient for me
Neither good nor poor	
Very Good	I hope all the doctors, nurses, and all the staffs that worked in the NHS. Thank you.
Very Good	
Very Good	
Very Good	As above the doctor was kind helpful and very thorough
Very Good	Same as above
Good	Easy enough to book on app. Would help to have f2f rather than having to do phone first
Very Good	Same as above
Very Good	The serious issue booked in the same day
Very Good	Easy to book
Neither good nor poor	
Very Good	I had no problem at all making an appointment.
Very Good	Easy to arrange on the phone and track in the NHS app
Don't know	
Very good	
Very good	I am always so impressed with speed at which I can get an appointment for my children - today same day. Thank you all
Very good	Whenever I need to see a doctor. there is an appt within a week
Neither good nor poor	I was called by the surgery for the appt
Good	Booking via receptionist is easy and was given plenty of options of times
Very Good	The receptionist went out of their way to help us.
Very Good	Easy to do. Accurate.
Very Good	Easy to do. Was on time.
Very Good	To much about my health
Very Good	Because the service and treatment was excellent
Very Good	
Very Good	Friendly and helpful reception team
Very Good	Very much at ease
Very Good	Good service and listened to my problems
Very Good	It was very good 🙌
Very poor	As stared above.
Very Good	I was able to change my appointment time without stress.
Very Good	Staff
Very Good	I have never been disappointed
Very Good	
Very Good	Got appointment easy
Very good	
Very good	
Very good	

Very Good	
Good	Reception staff are really helpful and I got an appointment at a convenient time. Only thing I'd prefer is being able to book online. I can do it for myself but not my daughter.
Very Good	Good availability, helpful receptionist
Very Good	The Nurse set up the appointment when she did the welcome assessment (I've recently registered with 306MC)
Very Good	Managed to get an appointment for my baby son the same day
Very Good	It's always very efficient
Good	
Good	I was giving an appointment same day which was great, however the day before I was offered one for in 3 week's time.
Very Good	Same reply as earlier
Very Good	Never had a problem - usually can see doctor within a week
Good	Relatively short lead time for appointment and dealt with efficiently on phone
Very Good	
Good	It was easy
Very Good	Asked for appointment to see nurse,, it was recommended that I spoke to a doctor, which was correct as needed to go for ecg
Very Good	I got appointment the same day and got diagnosis plus treatment in the same day for my 5 year old.
Very Good	The receptionist noticed I was having difficulty using the self-help screen and offered to help.
Very Good	Got appointment same day
Very Good	My daughter rang up for an appointment.it was prompt for the same day.as i was in bed that week and was very pleased for the quick service provided.
Good	Through GP and nurse - straight forward