

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: July 2024

Responses

Surveyed all patients seen in the survey month
Responses: 101

Survey Results

July 2024



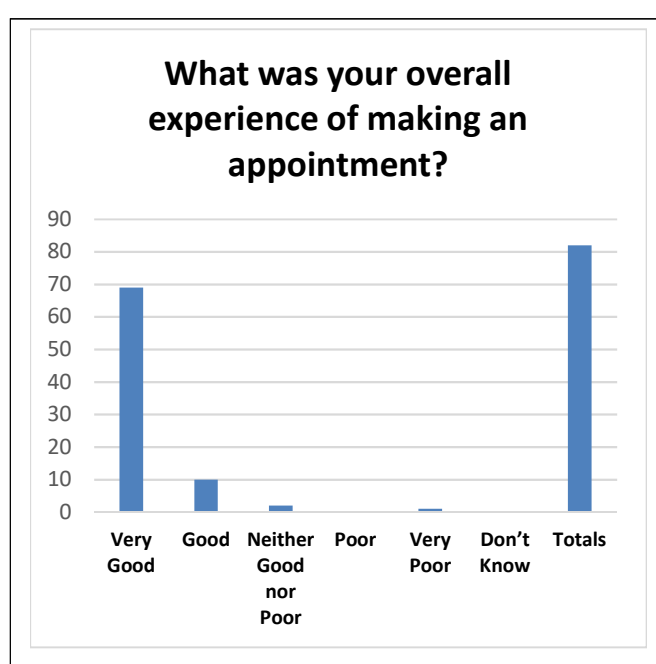
Report Summary

Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	69	9	1	1	2	0	82
Total % (rounded)	84	11	1	1	2	0	100%

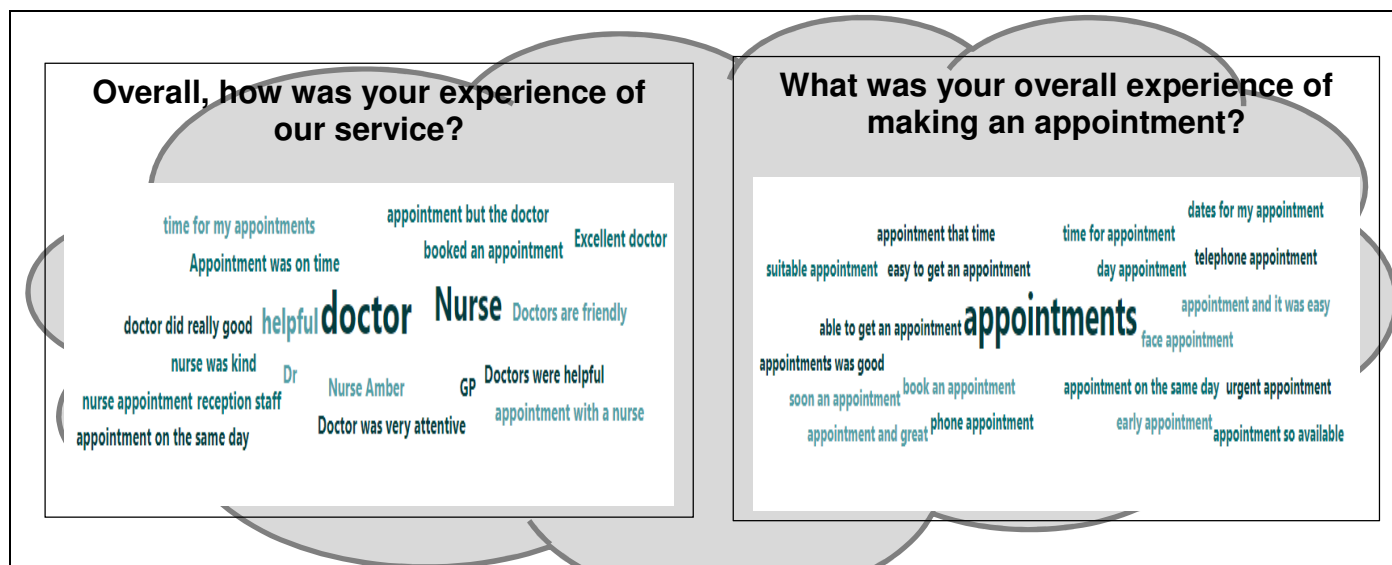
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	69	10	2	0	1	0	101
Total % (rounded)	84	12	2	0	1	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?
Answered all my queries and I waited less than 10 minutes, furthermore, I was given all necessary advises that concerned my medical prescription.	Very good
Continually responsive. All staff I have come in to contact with; admin, nurses, drs have been friendly and helpful.	Very good
Able to get appointment last minute, reception staff going above and beyond as always. Best surgery in London!!	Good
On time exactly. Doctor very attentive	Very good
The staff are always really helpful and friendly. I do not feel rushed.	Very good
I got an appointment quickly	Good
Phoned first thing to explain that I thought I had an eye ulcer. Asked whether I should book in with the doctor for whether I needed to go straight to my opticians. I was booked in with the doctor that morning. When I saw the doctor, he immediately advised that he didn't have the tools to examine the eye so I'd need to go to the opticians. He gave me a print out of numbers, including the opticians I was going to phone hours earlier. Complete waste of everyone's time and I'm sure I used an appointment slot that could have been better used by someone else.	Very poor
First time I have seen DR Taylor and I thought he was very professional and listened to everything I had to say.	Very good
It was really easy to get an appointment soon, and Dr Taylor was very attentive, informative and issued my request pretty much immediately.	Very good

Nurse amber was very thorough and incredibly personable as always. These appointments always far exceed what I would expect from a usual nurse appointment. I feel seen, cared for and in safe hands. And as if my whole health is being monitored not one element which is unusual in the NHS	Very good
Dr Lim exercised a lot of patience with my elderly father and addressed what was needed in a professional manner.	Very good
Dr. Daly was extremely helpful and understanding. I didn't feel rushed at all. She took the time to listen to my concerns and explained carefully what would happen going forward.	Very good
Because all the doctors are excellent 🙌 👍	Very good
Great GP who listens, cares and helps.	Very good
I was feeling unwell three days in bed . I call to cancel my appointment with the nurse but after speaking to the receptionist he straight away offered me an appointment to see a doctor and even though the appointment was a little late the doctor did apologise and listened to me plus he was very informative and very kind . Thank you again Dr I was very please.	Very good
Easy to get an appointment, nurse was lovely and everything was on time	Very good
Nurse very good	Very good
Friendly, helpful, efficient.	Very good
Was seen for my soon a few hours after my call and GP seemed competent	Very good
Quick and efficient service with my chosen doctor.	Good
I didn't have to wait long and the Doctor explained everything clearly to me.	Very good
Amber the nurse I saw was very warm and personable and made me feel welcome to be back at the surgery. The only reason I marked as Good vs Very Good is because the health centre was running over 15 mins behind schedule but I was apologised to for this which isn't always a given.	Good
because the doctor is very kind and professional	Very good
The doctor was very patient with me and understanding.	Very good
I felt the doctor dismissed my concerns	Very poor
Kind and patient staff	Very good
Seen on time .empty waiting room. Polite receptionists.	Very good
Same day appointment. Kind and thorough doctor.	Very good
I was seen immediately on arrival for my appt by the Dr	Very good
	Very good
Medical side was fine, but doctor lacked empathy and made me feel like an inconvenience	Neither good nor poor
I was in terrible pain with my knee. Doctor examined me carefully & referred me to the hospital	Good
I thought the Dr. Listen to me and take step that I am very pleased with	Very good
Good and friendly team, happy to help.	Good
The Receptionist were polite, friendly and helpful.	
The Doctors goes beyond call of duty	Very good
Kind and friendly staff	Very good
I m happy	Very good
Always efficient abd helpful	Very good
Reception staff are the kindest and most helpful. Feel very lucky to have such a nice response when calling or asking any questions.	Very good
I am always pleased with the services I get	Very good
The nurse was very kind and helpful. She is one of the best nurse that I came across.	Very good

The staff were incredibly efficient and professional. The nurse I originally saw managed to book me in for an asthma review immediately after my initial appointment.	Very good
There were no problem with the nurse practitioner.	Very good
I had no problem	Good
The nurse was very informative and had a lovely demeanour	Very good
Reception, with good nature, handled my late attendance and manoeuvred the diary.	Very good
The nurse was kind and informative I felt supported and very well looked after.	Very good
Dr Katy is wonderful, caring and knowledgeable.	Very good
I was seen as expected	Very good
	Very good
Because I was satisfied from the beginning, the waiting time and through secession I have with medical Sister. She was good with her work.	Very good
Friendly staff, efficient processes	Very good
Receptionists are always pleasant and helpful over the phone and in person	Very good
The doctor was very attentive & thorough during the consultation. He then clearly explained the problem & gave appropriate guidance & medical advice.	Very good
The doctor gave me a really good advise	Very good
The Nurse was very kind and didn't made me feel rushed. Lovely lady.	Very good
Always get excellent service from reception and GP - in the case of the later never feel rushed and treated as an individual	Very good
	Very good
Efficient service, friendly staff	Very good
The staff are all really nice and professional. The GP environment is really calm and nice.	Very good
Comfortable, feeling, well supported and dedication ,	Very good
	Very good
Amazing Doctors. They listen and care.	Very good
	Very good
Polite efficient service. Phone answered promptly and no wait for an appointment. Good fiction.	Very good
<patient name redacted>	Very good
I always get along with my nurse/or gp they make me feel very comfortable.	Very good
Honest opinion	Very good
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I always feel like the 306 medical centre is a extended part of my family Always looking after me in the best possible way from the receptionists to the doctors Ops can't forget my nurse Even the management staff It's just a friendly environment	Very good
	Very good
Running to time which I didn't expect by 15.50 and also doctor was very understanding	Very good
I had a appointment done well	Very good
Good service. The nurse was pleasant, listened and explained.	Very good
Dr Taylor was professional and efficient.	Very good
Friendly and kind reception staff (v important when you are feeling vulnerable) and extremely thorough examination by Dr Chawdhery which reassured me. Took her time with me.	Very good
IDID NOT HAVE TO WAIT LONG Nurse very nice and understanding office staff all very understanding on very hot day	Very good

The appointment was on time and taken good care of by the nurse and the administrative officers.	Very good
Good appointment, slightly late	Good
It's my choice	Good
	Very good
I came for an appointment for my 5 month old baby and had to wait 55 minutes in the waiting room to be seen. My appointment was 11:45 and was seen at 12:40. My baby was restless and I had to stand holding him for almost an hour	Poor

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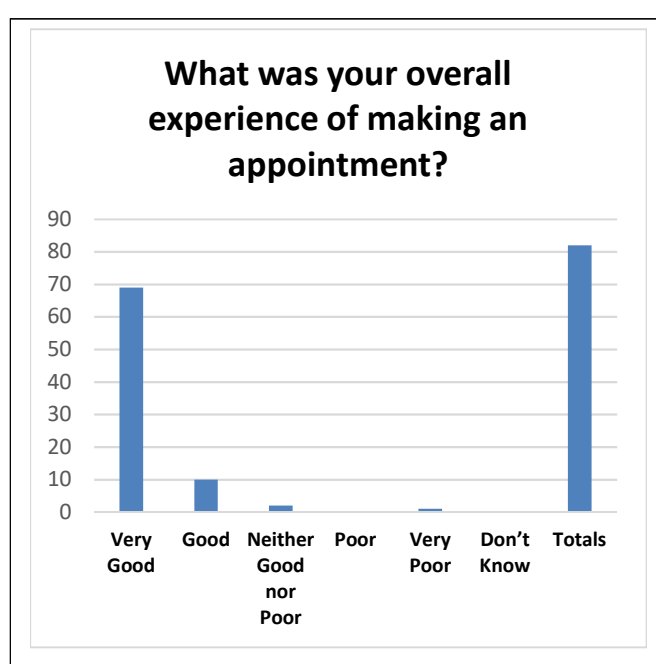
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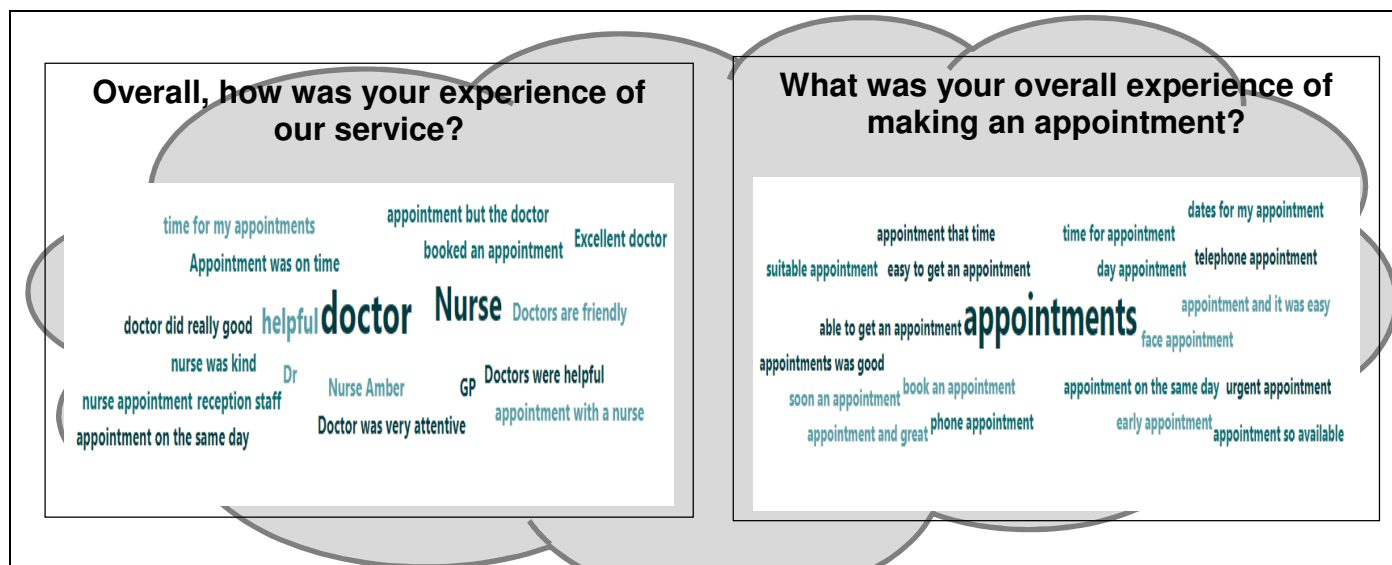
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