

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Sept 2024

Responses

Surveyed all patients seen in the survey month
Responses: 51

Survey Results

Sept 2024



Report Summary

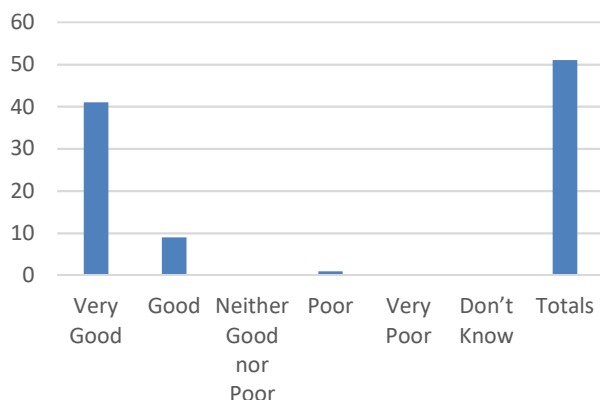
Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	41	9		1	0	0	51
Total % (rounded)	80	18	0	2	0	0	100%

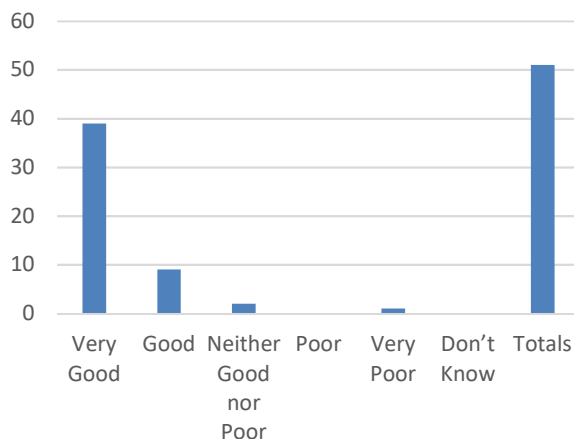
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	39	9	2	0	1	0	51
Total % (rounded)	76	18	4	0	2	0	100%

Overall, how was your experience of our service?



What was your overall experience of making an appointment?



Very good	Dr Daly was extremely helpful, professional and clear. The reception staff are always patient and helpful paying attention to my situation - I have mobility problems.
Good	
Very good	
Very good	Doctor Daly was clear in her explanations and came up with a thorough plan to help
Very good	Thorough care and attention given
Very good	GP was very accommodating, caring and thorough
Good	Had to wait a bit for an appointment but the doctor was open, supportive and felt like he gave me time to talk about my issues etc. gave me what i needed from a care perspective
Very good	Friendly service, always feel listened to
Very good	The customer service department is top notch and they try to respond to Appointment bookings promptly
Very good	
Good	For more information about the GB and better services .
Good	For better service
Very good	Dr Katy Daly is nice and kind and easy to talk to
Good	The Staff are very kind, is was quick
Very good	Fairly easy to get appointment. Helpful Dr
Very good	Quick service and proper caring
Very good	yes
Very good	I felt like my concerns were listened to and actioned
Very good	Really great service as always at 306 medical
Very good	Very efficient.
Very good	On time ,very nice doctor
Very good	Polite staff, not too late seeing us
Poor	It was poor
Very good	Doctor was calm and explained well
Good	Got seen when needed
Very good	Receptionist helped me get an earlier appointment on something I was worried about. Very polite, sympathetic and attentive.
Very good	Reassuring and calming presence with great advice and positive approach
Good	The Dr was very pleasant I was feeling relaxed when speaking to him
Very good	My appointment request was dealt with quickly and efficiently
Very good	
Very good	Excellent help from receptionist. Saw GP same day
Very good	Doctor was very patient and listened to my concerns
Very good	Answer all my questions also suggest me having further tests overall a calming visit
Very good	I am very impressed with the surgery. Reception and medical staff are very helpful and caring.
Good	Appt with nurse started late but was good. Friendly and approachable.
What was your overall experience of making an appointment?	Please can you tell us why you gave your answer?
Very Good	Straightforward and helpful staff
Very Good	

Very Good	The reception staff are always friendly and helpful - on the phone or face to face. The doctors are thoughtful and explain things well. I do feel they listen to me.
Very Good	Was easy to make appointment
Very Good	I was happy and my expectations were met and I was happy to see the Consultant 😊
Very Good	On time
Very Good	
Very Good	The reception staff are really helpful and polite on the phone and I am always surprised at how quickly I am able to get appointments or phone appointments based on my previous experience with surgeries in the area.
Very Good	Well I found the reception I used to make appointment was good,
Very Good	Joe on the phone (or was it Josh?) was friendly and helpful
Neither good nor poor	An appointment was given when one was free receptionist was polite.
Very Good	Just great
Very Good	I was listened to
Good	
Very Good	
Good	
Very Good	I was able to get an appointment when I wanted.
Good	
Very Good	
Very Good	Was offered an appointment for the next day
Very Good	Always helpful and polite
Very Good	Easy to contact surgery, friendly and helpful staff, appointment given in very reasonable time.
Neither good nor poor	<p>Timeliness is an issue across the NHS. Booking etc was simple and easy just the wait is not what you want.</p> <p>*Practice Response – We regret the wait at the surgery but sometimes this is not in our control as some patients have more complex needs and take more time. Sometimes unplanned emergencies also arise that have to be prioritised. When delays occur it also impacts on the clinicians equally. We feel that we compare favourably with other practices for availability of appointments so a little wait in the surgery may not be 'what you want' but not unreasonable in the circumstances and remember next time it may be you who needs that little extra time.</p>
Very Good	
Very Good	The ease of reaching them for appointments booking and the availability
Very Good	
Good	
Good	For more details
Very poor	<p>gatekeeping face to face appointments for the receptionists to give our defeats the point of the app. Especially when they won't even sign u in and you have to stand like a Wally looking at the kiosk waiting for it to load</p> <p>*Practice Response – For your information, receptionists do not gate keep face to face appointments. You can convert telephone appointments by calling reception or arriving 5 minutes before your appointment and asking Reception to convert to face to face,. We regret that we are unable to provide face to face online due to practical challenges. Also the arrival kiosk is a standalone kiosk without any reception input. Sometimes there may be delays with technology so your patience is appreciated.</p>
Very Good	Because always helps

Very Good	Phoned up and got one fairly quickly
Very Good	Considering the appointment within days
Very Good	because was good
Very Good	
Very Good	Super helpful reception team
Good	It was good.
Very Good	On time
Very Good	Easy to make appointment, friendly staff
Good	Because it was good
Very Good	Receptionist was helpful
Good	Got it when needed
Very Good	Fast service, great reception staff and great doctors!
Very Good	Easy use of system and small wait time
Good	That's the way I felt
Very Good	Very helpful. They took me seriously
Very Good	
Very Good	
Very Good	Very relaxed atmosphere and an excellent experience
Very Good	Your receptionist was very pleasant helpful
Very Good	The surgery is well run and everyone is extremely helpful. The waiting times are not long and the staff are kind.
Very Good	Straightforward and not too long to wait for a date.