

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: Oct 2024

### Responses

Surveyed all patients seen in the survey month  
Responses: 144

### Survey Results

**Overall:**  **95%**  **5%**  **0%**

### Report Summary

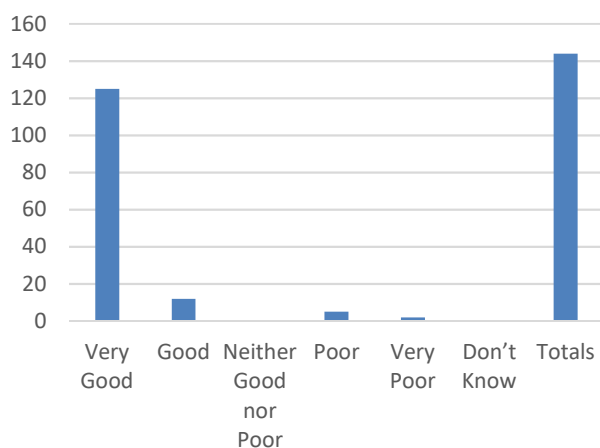
Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
<b>Total</b>	<b>125</b>	<b>12</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>144</b>
<b>Total % (rounded)</b>	<b>87</b>	<b>8</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>100%</b>

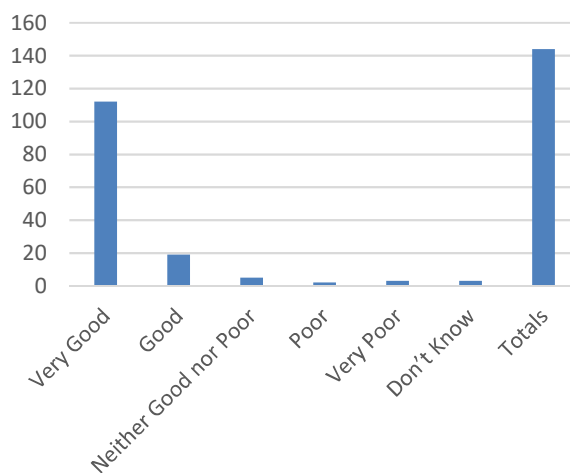
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
<b>Total</b>	<b>112</b>	<b>19</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>144</b>
<b>Total % (rounded)</b>	<b>78</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>100%</b>

Overall, how was your experience of our service?



What was your overall experience of making an appointment?



## 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	Friendly receptionist. On time Trainee GP was attentive, kind and thorough I felt listened too
Very good	The doctor was very nice explaining everything not rushing
Very good	
Poor	The reception refuse to tell me the reason for the appointment or to contact the dr to ask why, leaving me worried. I wasn't asked what time would be suitable for me for the appointment I just received a msg to say I have to take my daughter to an appointment. <i>*Practice Response: We regret your experience but without details we are unable to say why this happened but it would seem this may have been an urgent appointment, promptly arranged.</i>
Very good	Proactive nurse. Services on time
Very good	The system is very efficient. The receptionist was friendly and helpful. As was the nurse.
Very good	
Very good	The nurse asked simple and straightforward questions
Very good	Nurse Amber Brown is lovely - she has a great demeanour and is lovely with children.
Very good	The service was very good, there is no doubt about it.
Very good	
Very good	Because i got a fantastic service from the nurse Amber.

Very good	Given an appointment in good time. Dr Lim was polite gave a good explanation and answered my questions
Good	Always happy to see doctor Chawdhery
Very good	Add phone call for cancellation. See me same day. 5 star service
Very good	Dr Ling was excellent
Very good	Very quick to see the nurse that day
Very good	The doctors are very helpful and pleasant
Very good	Appointment was on time. Medical staff was very knowledgeable about my condition and was prepared for my visit.
Very good	Helpful and thorough dr and assistant
Very good	The whole visit was a pleasure from start to finish. All staff were engaging and professional, the waiting room is pleasant and patients are advised via a monitor screen if their appointment is delayed, with an approximate time for the delay.
Very good	I was seen on time and by the same nurse as my daughters have seen before. It really makes a difference to be seen by the same person even if it is for as something as simple as getting the flu nasal spray for my daughter.
Very good	I was given the right advice by GP.
Very good	I have been seen as quickly as possible.
Very good	
Very good	Although clinic was running late we had a great couple minutes with the nurse for my toddler's flu vaccination. She was very communicative with K which made it a more comfortable and relaxed experience for both toddler and I. 10/10!!
Very good	Trainee GP Dr Hareef was thorough, empathetic and efficient.
Very good	Easy to book appointment, nurse very kind
Poor	I have unfortunately found one of the receptionist to be rather rude, I have been a patient for many years and it's the first issue I've had like this. I mentioned it in dialogue with Mo and received a rather passive aggressive phone call confirming my rescheduled appointment. Surely I am allowed to raise my concern without such a response! When I was in the waiting area I felt being talked about. I've seen similar comments on west dulwich forum and just find it rather unnecessary. <i>*Practice Response: We are sorry that you felt this way, please reach out with specifics and we would be happy to look into your concerns and reflect on your experience.</i>
Very good	Thoughtful approach, friendly, helpful, and I was seen on time.
Good	Good and helpful doctor
Very good	The nurses manner & communication was outstanding. She listened and was supportive throughout the session.
Very good	Both the doctor and nurse were very attentive and thorough and appreciated my position
Very good	No waiting time and Dr Patel was really good. She spent lot of time in understanding my case, even discussed with the endocrinologist and made detailed treatment plan for me. Even the reception staff was very much welcoming.
Very good	I always get excellent service as the staff are caring staff
Very good	I arrived on time and only waited a short time for my flu jab
Very poor	You didn't book my 4 month old son with the right person, so he didn't have his jabs
Very good	
Very good	
Very good	Nurse was on time, efficient friendly and set up my annual check-up while I was there.
Very good	The practice is very efficient and prompt in dealing with their patients with friendly and professional service

Very good	Very understanding and helpful doctor
Very good	Quick, efficient, friendly
Very good	Appointment on time and Amber friendly and informative
Very good	The nurse is superb!!
Very good	Even though I missed my appointment (my fault, running late), they fitted me in soon after, saw me straight away and dealt with me quickly, efficiently and very friendly.
Very good	Arrived a little early and was seen promptly by the nurse. She explained what she was doing. All good
Good	Nurse was very friendly and explained things to me
Good	Kindly advice to me when I have a question with my symptoms.
Very good	Although the surgery was very busy I did not have to wait long for my appointment
Very good	Efficient service and reception were able to sort out my prescription request as well.
Very good	It was quick and effective. I got my flu shot and have my next check booked within 10minutes
Very good	Very friendly atmosphere
Very good	Nurse Amber is the best! She is professional and so friendly, not to mention great with kids.
Very good	Efficient, welcoming, helpful
Very good	Seen on time, no fuss but very professional.
Very good	I was seen on time. The nurse was very professional explaining all about the vaccine and was gentle.
Very good	I have received a thoughtful and relevant consultation regarding my child treatment
Very good	The doctor was kind and sympathetic and listened to all my problems
Very good	Seen the same day and taken seriously by doctor
Very good	
Very good	Receptionist helpful. Appointment was on time. GP listened and was thorough. I really appreciate the excellent service from this practice.
Very poor	Not good doctor not very nice
Very good	From my arrival, it was calm and very well organised with a kind welcome from the reception staff.
Very good	
Very good	Receptionist fitted me in the same day for an emergency appointment. The doctor was thorough and kind.
Very good	I was treated well, I can get the answer to many Questions with patience asked.
Very good	Because my visit was very pleasant.
Very good	Doctor was informative and helpful. He was approachable and I felt he was interested.
Very good	All very efficient and friendly staff.
Very good	Professional, friendly and efficient
Good	The receptionist was helpful, have been seen by a doctor on the same day.
Good	I waited more than an hour to be seen
Very good	
Very good	I saw the nurse for my flu jab. The appointment was on time. Nurse very pleasant and helpful.
Good	Vaccine appt on time
Very good	Very good!
Good	
Good	Good and understanding conversation with doctor
Very good	Fast and efficient

Very good	I was seen in a timely manner. The doctor was understanding of my fragility and came downstairs to see me in a more accessible office. She was patient and thoughtful in clarifying things for me.
Very good	I was seen on time and given the vaccine promptly
Very good	Quick and a pleasant doctor
Very good	Amber and the rest of the staff always so nice, kind and efficient.
Very good	
Very good	
Very good	
Very good	My wife and I had an appointment with Amber Brown to receive our flu shots. Amber was very friendly & welcoming and an excellent all round nurse. The shots were administered very efficiently & painlessly.
Very good	I was acknowledged with a smile by the very helpful receptionist, had a thorough examination and consultation and left feeling fully confident
Very good	Dr Chawdhery is always lovely and attentive.
Very good	Helpful, friendly and patient with me. My GP is excellent and the reception /admin staff are very good.
Very good	Easy to book flu vaccination for my son (from text message received), easy to check in on arrival, books to keep him entertained while we waited, and quick friendly service from nurse.
Very good	Because it was good service,
Very good	Appointment on time, friendly, efficient, professional, helped book me in for an asthma review which wasn't what I was in for.
Very good	I've been to the doctors a number of times over the past few weeks and always managed to get an appointment and had a good experience
Very good	Efficient and thoughtful
Very good	The doctor was really helpful
Very good	The nurse also checked my weight & blood pressure before giving me my flu jab
Very good	Prompt care, listening ear
Very good	I was seen as soon as I got to the surgery
Very good	Straight away the doctor knew what it was
Very good	Friendly not too long to wait and very helpful
Very good	Supremely efficient and helpful reception and nurse.
Very good	Appointment was on time, and staff were very warm, welcoming and efficient.
Very good	The doctor took time to listen to me and gave all the necessary advice and treatment.
Very good	"The doctor was very professional, calm, patient, and understanding. He listened carefully to everything I had to say and showed genuine concern for my health, even when I found it difficult to express how I was feeling. Despite my initial tension, he helped me feel safer and more at ease."
Very good	The doctor was very professional, calm, patient, and understanding. He listened carefully to everything I had to say and showed genuine concern for my health, even when I found it difficult to express how I was feeling. Despite my initial tension, he helped me feel safer and more at ease.
Very good	This is my experience
Very poor	The GP was awfully rude. He was not ready to listen to me. He was asking me to go out the room quickly. His name was Dr Lim. <i>*Practice Response: We are sorry you felt this way please reach out to us with specifics and we would be happy to look into your concerns and reflect on your experience.</i>
Very poor	

Good	Nice environment
Very good	Doctor didn't leave me waiting for long, was patient, thorough and understanding.
Very poor	
Very good	The support and care I received from the doctor.
Very good	The GP was very thorough in asking me questions and in examining me.
Very good	- easy to get appointment, - on time, - very knowledgeable GP ( he was a junior doing his rotation and was fantastic, in room 10, I've forgotten his name!)
Very good	Dr Will Rofe was a pleasant friendly GP who is a breath of fresh air and excellent Dr And good additional GP to the friendly staff at 306 medical centre
Good	Quick and helpful. Not sure why gps can't take blood tests.
Very good	It's actually a pleasure to come to this surgery
Very good	Friendly, made me feel comfortable, thorough
Very good	Friendly and efficient service
Very good	All staff are friendly and helpful. Medical Staff offer excellent care.
Very good	Nurse was on time, friendly and efficient
Very good	Dr I saw was excellent answered all questions succinctly responded v promptly left with my mind totally at ease with the help I needed
Very good	Nurse examined me before my appointment time.
Very good	Had previous appointment. Was seen on time and all was well explained what I was getting and what I should expect.
Very good	Always get great service
Very good	Very professional and punctual.
Very good	I satisfied with my queries.
Very good	Nurse was really nice and put my nervous son at ease
Very good	Dr Chawdhery was very good and helped me
Very good	Dr Daly's approach has been really attentive. She has taken me seriously and explained with compassion the next steps. I went through a traumatic loss earlier this year and this health issue brings up some upsetting feelings. Previously I have found other GPs' approach a lot less sensitive. I really appreciated her bedside manner and explanations. Thank you.
Very good	Satisfied
Very good	Dr Chawdhery was great with me, as usual. I have been a patient of hers for 15 years and she has always worked diligently and referred me to the hospital if needed. She is understanding and has time for her patients when they require it despite being so busy. I adore this doctor
Very good	
Very good	The nurse was nice
Very good	The doctors which I have seen are very nice and clever and all the staff are helpful and friendly k
Very good	Dr Chawdhery was excellent with everything with what I required and that has made me very happy.
Very good	Assessed properly
Very good	Because I was very pleased with the advice I received
Very good	Doctor was very through and listened
Very good	
Good	The service I received was outstanding.
Very good	Nurse Amber was incredibly thorough and alerted me to a potential issue with getting my pill. She arranged for me to see a doctor hours later and Will was equally as thorough. Thank you both so, so much!

What was your overall experience of making an appointment?	Please can you tell us why you gave your answer?
Very Good	I popped into surgery and attentive at reception
Very Good	It was easy
Good	
Don't know	I didn't book an appointment
Very Good	Did it in app
Very Good	The appointment was booked in by my husband. As he couldn't make it I was allowed to take his place.
Very Good	
Very Good	
Very Good	Prompted by text to make flu vaccine appointment for my son and easy to arrange.
Very Good	I have done the appointments in the past and there has always been the feeling of confidence and trust.
Very Good	
Very Good	Because it's the best surgery I have been to.
Very Good	Was able to go into centre and speak to receptionist/ administrator
Good	
Very Good	G
Very Good	All my issues were dealt with successfully
Very Good	Did not have to wait very long
Good	It was easy to get an appointment
Very Good	There was no difficulty in getting an appointment.
Very Good	Made with nurse a few days before
Very Good	It was a simple process with the receptionist on hand and offering to help if required.
Very Good	Easy to make an appointment for my daughter's flu nasal spray via link in a text message.
Very Good	I was very satisfied.
Very Good	There are automated machines and reception staff that are ready to assist you.
Very Good	
Very Good	Easy to book because you can see for yourself all the dates and times available
Very Good	Was easy to make the telephone appointment and I was offered a change to a face to face.
Very Good	Got an alert saying I could book an appointment, followed link and got a convenient time
Neither good nor poor	Receptionist experience poor GP experience fine
Very Good	Did not wait too long and receptionist was helpful
Poor	Difficult to get an appointment
Very Good	I booked online for a flu jab which was very easy. After discussing my health, Amber the nurse fitted me in on the same day for my annual check-up.
Good	I had to call the surgery to check the appointment was being made but the following day they called me back to schedule it
Very Good	
Very Good	I called reception and got an. appointment straight away

Very Good	Easy to choose an appointment time.
Very poor	Because you didn't book it with the right person
Very Good	
Very Good	
Good	It always takes a while to get through
Very Good	They can give you an appointment in a good time scale
Very Good	Fairly reasonable wait time
Very Good	
Very Good	Efficient
Very Good	You invited me for a flu vaccine and I could book quickly.
Very Good	I did it in the app, found a slot same day and your excellent receptionist re-scheduled me for the same day when I missed it. The reminders by text are very used too.
Very Good	Made it in person with receptionist. All very smoothly done after receiving a text for the vaccination
Good	
Very Good	They made a book this appointment for my annual healthy check.
Very Good	Appointment was made online and instructions were very easy to follow
Very Good	Straightforward to book
Good	While getting a same day urgent appointment is quite difficult, overall booking for a later date is relatively simple.
Very Good	No problems when booking the appointment
Very Good	Receptionist is always friendly and helpful on the phone, and phone lines are never too busy.
Very Good	
Very Good	
Very Good	
Very Good	No problem with booking
Very Good	Did not have to wait everyone kind. and. Helpful
Very Good	Seen the same day
Very Good	
Very Good	Receptionists are invariably helpful when you ring.
	No good doctor not very nice
Very Good	Everything ran efficiently on time, and the front of house (engine room) were kind and thoughtful.
Very Good	
Very Good	The receptionist dealt with my phone call very well and understood that my symptoms might need checking. I was given an appt the same day which I was not even expecting would be possible.
	Bout nurse/ Doctor treat me well.
Very Good	Because my visit was very pleasant.
Very Good	Receptionist was responsive and helpful
Very Good	Made the appointment on the app and no issues.
Very Good	It all felt easy, thoughtful and Caring.
Very Good	
Good	No, that's good enough.
Good	
Very Good	I gave my answer because I have found my overall experience at 306 very good and helpful



Very Good	I booked well ahead and got a convenient slot. The nurse noticed a mistake made in recording a vaccine so I was able to go to the pharmacist and ask for this to be changed. Hopefully it was.
Very Good	
Good	
Poor	It is very difficult to get an appointment in short time with the same doctor
Very Good	Easy
Very Good	It was straightforward to book online
Very Good	I got the appointment quickly
Very Good	Quick and easy
Very Good	Easy to make an appt online
Very Good	
Good	
Very Good	
Very Good	Booking our appointment online worked very well.
Very Good	My call was answered promptly and courteously, and I was offered an appointment within a very reasonable time frame.
Very Good	Easy to make an appointment in person for a convenient time
Very Good	Great service and excellent experience all round.
Very Good	Very easy to choose convenient time on using booking link sent in text. I wish it were this easy to make appointments with a doctor.
Very Good	Because I was pleased
Very Good	Flu jab - offered by text, booked online I think. All good.
Very Good	See above
Very Good	Friendly and easy
Good	
Very Good	The Dr's receptionist was friendly, helpful & clear
Very Good	There was no delay
Good	Details were explained to me very well
Very Good	I was given an appointment for the same day I rang
Very Good	Once again very helpful
Very Good	It was an easy process
Very Good	I was invited for this appointment, and it was quick to be set up
Very Good	I have not got any problem to find an appointment
Very poor	The understand?
Very Good	The understanding was good.
Very Good	Very professional a practice
Very poor	I was being insulted and felt like shouted. *Practice Response: We are sorry you felt that way, if you reach out to us with context we would be happy to look into your experience
Neither good nor poor	
Very Good	Fast and efficient
Very Good	Easy to make appointments either online or by telephone.
Good	
Very Good	Very friendly receptionist.
Very Good	I got my appointment quickly
Good	great over the phone. online system wasn't working
Very Good	I was given a f2f appointment convenient to my own job

Neither good nor poor	Couldn't book a doctor's appointment through Patient Access
Very Good	I find this doctors surgery the best doctors I've ever had ,the try really hard to get us appointment .The staff are very pleasant but being professional at all times. I highly recommend these surgery to friends and neighbours
Very Good	Originally had a telephone appointment, but was changed to in person due to nature.
Very Good	
Very Good	I have never had a problem making an appointment at this practice, it's great that I can pop in to do so!
Very Good	
Very Good	Quick thorough and easy really
Very Good	There are no delays whenever I make an appointment.
Very Good	
Very Good	
Very Good	I got an appointment the very next day.
Very Good	Dr Chawdhery was treating me with respect
Very Good	Brilliant that we can make appointments when we need them
Very Good	Great reception team always happy to help
Good	Easy enough to get appointment and noted my request not to see a certain doctor. Delays but appreciate this is a UK issue.
Very Good	Pleasant phone reception
Good	I think the online system to book appointments is very restrictive to just nurse or telephone appointments, but to be honest, if you call the surgery the receptionists always fit you in or advise you on what to do if it is urgent. I would prefer to be able to book face to face appointments online without having to call in but I understand this may not be possible always.
Very Good	
Neither good nor poor	The appointment was made for us by the surgery
Neither good nor poor	Because when I need to book an appointment I can't find one before two weeks
Very Good	Dr Chawdhery saw me within a few hours and resolved my problem.
Very Good	
Very Good	I gave my answer be I am very comfortable with this surgery.
Very Good	It was easy
Very Good	
Good	I found it quite easy to make an appointment.
Good	I had a text link to an appointment so it was very easy