

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: Dec 2024

### Responses

Surveyed all patients seen in the survey month  
Responses: 44

### Survey Results

**Overall:**  **96%**  **2%**  **2%**

### Report Summary

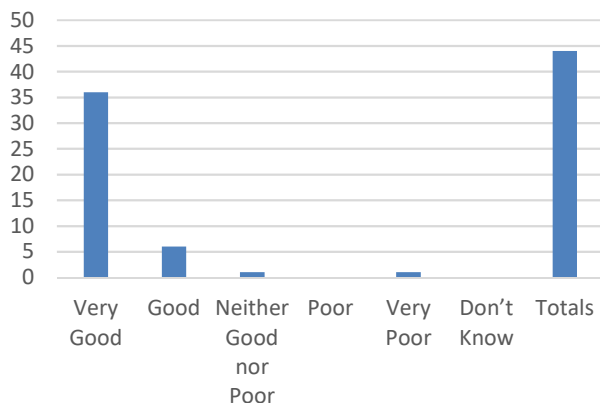
Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
<b>Total</b>	36	6	1	0	1	0	44
<b>Total % (rounded)</b>	82	14	2	0	2	0	100%

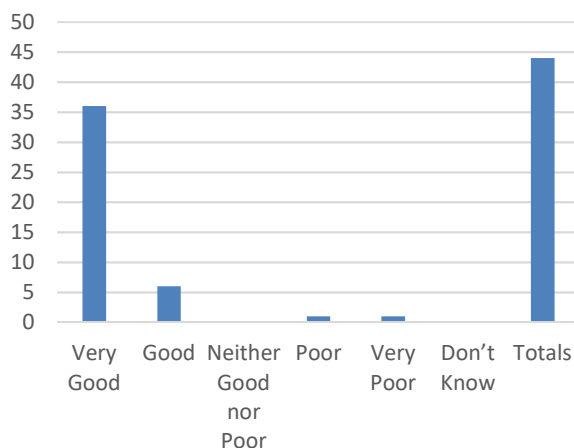
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
<b>Total</b>	36	6	0	1	1	0	44
<b>Total % (rounded)</b>	82	14	0	2	2	0	100%

**Overall, how was your experience of our service?**

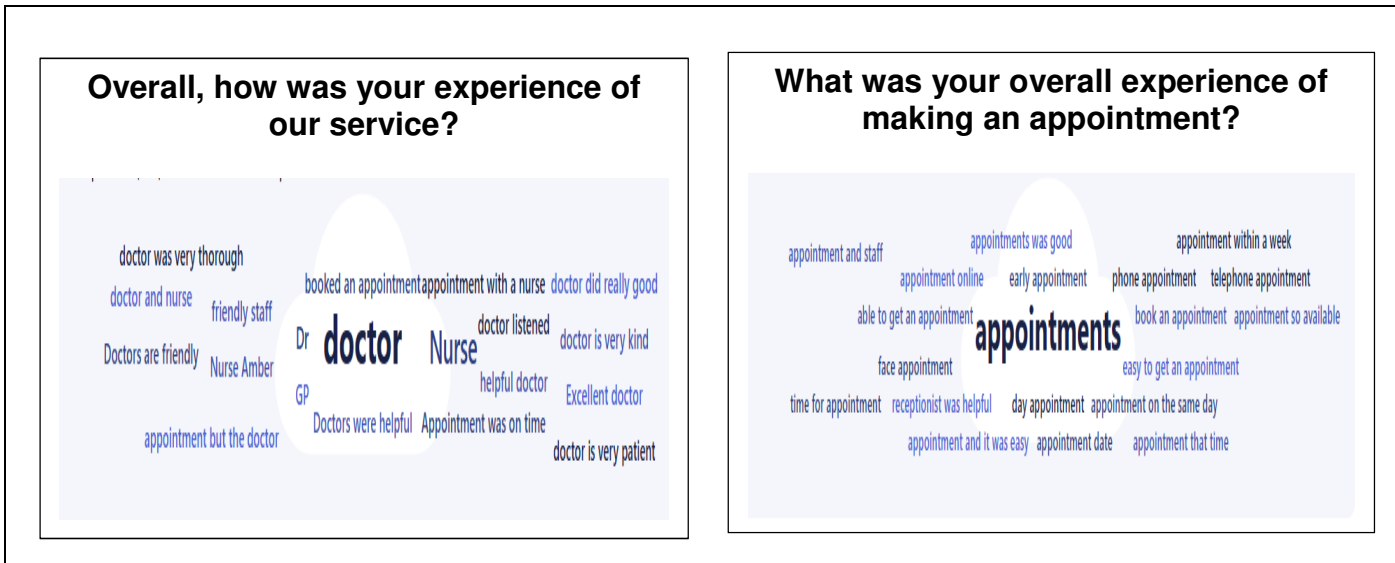


**What was your overall experience of making an appointment?**



## 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	Nice stuff, doctor gives clear advice and answers any questions and is great with kids
Very good	All of the GPs and nurses (and indeed reception staff) are warm, welcoming and go to what seems like endless trouble to get to the bottom of everything they are presented with - it always feels very reassuring to come here
Good	The GP was great, had time to listen and offered good advice.
Very good	The appointment was right on time and the GP I saw was very clear during the appointment and informative when I asked a couple of short questions.
Very good	GP listened to my concerns and talked through the treatment options. He gave me time and I felt really listened to.
Very good	The doctor was extremely thorough and professional. He was reassuring and took my symptoms seriously.
Good	
Good	
Very good	The doctor was so thorough and kind
Neither good nor poor	The surgery has a good appointments system and I was pleased to see the doctor face to face but the outcome of the appointment I was very disappointed with.
Very good	Everyone so helpful and reassuring, from the Dr's and reception staff. Thank you
Very good	I've found every doctor at the 306 medical centre to be thorough and professional. I would definitely recommend this excellent surgery to anyone!

Very good	Caring, kind and compassionate
Very good	Did not wait long only a few people in the surgery
Very good	The doctor was really helpful, Friendly and in listening to my symptoms and getting me the best care and treatment
Very good	The receptionists Jules and Lisa make all of your symptoms go away with their warm welcomes and smiles.
Very good	Accommodating staff
Good	Good GP practice
Very good	
Very good	
Very good	I sent an e-consult in the evening, received a call in the morning and my daughter saw a doctor that morning. He was professional and kind.
Very good	Good customer services
Very good	
Very good	GP kindly accommodated my physical disability. GP was kind, friendly, knowledgeable and thorough.
Very good	Dr Lim is fantastic and always so helpful. The reception staff helped me to get an appt on the day Much appreciated
Very good	Dr Chawdhery was very helpful and reassuring. She clearly listened to my concerns and referred me for the relevant help.
Good	Our appointment was great. Polite & we left with a diagnoses and prescription to help my daughter.
Very good	Dr Chawdhery was very helpful and accommodating as always
Very good	
Very good	Easy to book, minimal waiting time and Nurse Amber was very helpful, taking her time
Good	Surgery an staff are polite, professional and friendly
Very good	The doctor was extremely thorough, understanding and did not rush the consultation.
Very good	Doctor was great with my child and honest about treatment
Very good	Both nurse and doctor very kind and understanding I was anxious and they both tried to make me feel more relaxed
Very good	I was late for my appointment and was still squeezed in even though the list was full. Nurse Amber in particular is very personable, kind and thoughtful.
Very good	Because I'm satisfied with my doctor treatment.
Very poor	<p>Despite having called ahead to check the doctor would be able to help take basic blood pressure reading, after waiting 40 mins the doctor refused to help. We have decided to pursue a private ADHD diagnosis given NHS waiting times, and we needed basic readings to move ahead with medication. Shocked the doctor refused care of a 6yr old in this way.</p> <p><i>*Practice Response – We regret your experience. Our staff in reception would not have been aware of the nature of the request, which only a clinician would have been able to determine. It is suffice to say this was not simply about a BP reading as you state. It was our view that what was expected from the surgery in this situation should have been carried out by the private consultant during the initiation, and titration stage of the treatment. The same would have applied if you had seen an NHS consultant in this situation.</i></p>
Very good	Excellent service
Very good	Because all the doctors, nurses and the receptionist they all go above on to help.
Very good	
Very good	Because I was listening to by the doctors not just looked at

Very good	Amber has looked after my children since they were born and I feel in very safe hands with her. She always makes them feel reassured and is really lovely with them when it comes to injection time.
Very good	Accommodating

What was your overall experience of making an appointment?	Please can you tell us why you gave your answer?
Very Good	Reception is very kind and helpful
Very Good	
Very Good	I called and got an appointment the following week
Good	
Very Good	
Good	
Very Good	The phone was answered quickly and I was offered an appointment within an acceptable timeframe.
Very Good	
Good	
Very Good	Helpful reception staff and app good
Good	The receptionists are helpful and the online appointments app is brilliant.
Very Good	Was able to get appointments fairly quickly both over the phone and online
Very Good	Always easy to get an appointment within a couple of weeks.
Very Good	Easy access to GP for face to face consultation
Very Good	Appointment was made for me
Very Good	I've got an appointment straight away and was offered a face-to-face or a telephone appointment.
Very Good	
Very Good	
Good	Good staff
Very Good	
Very Good	Pleasantly surprised about how quickly I could get an appointment, I had been worried the wait would be much longer
Very Good	Helpful receptionist. I wasn't sure if her symptoms warranted a same day appointment, so I did an econsult.
Very Good	The doctors have a patient to listen to what you try to and then
Very Good	
Very Good	Easy to contact and book
Very Good	Quick and efficient
Very Good	I was able to speak to Jules in reception, who helped me find the most appropriate appointment despite it being quite short notice.
Very poor	trying to get an appointment was frustrating. My daughter is 2 I called up the previous week they couldn't give me anything all week despite me telling them she had a skin infection and was in pain. In the end I had to book a private GP. As it came back I called up at 8am and Jules at first told me there was nothing again and then conveniently gave me an appointment that day once I explained she was in pain and I exclaimed my frustration at the difficulty of getting an appointment for a 2 year old. It feels like the reception team hear skin infection and don't feel it's important enough when this can lead to more serious illness. It shouldn't be this hard to book an

	<p>appointment for a 2 year old. I'm actually seriously considering changing surgeries as other parents in the area don't get this push back from surgeries.</p> <p><b>*Practice Response – We regret your experience. We were however able to identify your child. From the medical records, whilst factually we cannot confirm if you had reached out to us before seeing a private doctor, who advised you to contact NHS 111 or see a GP after the 5 day course of treatment, if symptoms did not resolve. You contacted us on day 18 and where offered an appointment on the same day when you explained the situation. We feel this was quite reasonable in the circumstances.</b></p>
Good	I could book online but had to call to make it face to face
Very Good	
Very Good	Friendly and efficient reception staff
Very Good	Called an spoke to receptionist who was very helpful and rearranged my appointment
Very Good	It was quick and easy to book an appointment.
Very Good	All on time
Very Good	Was seen next day did not have to wait
Very Good	It's easy to make appointments and staff are always helpful.
Very Good	They was fast and polite.
Poor	<p>Incorrectly told we would be able have these readings taken during the appointment.</p> <p><b>*Practice Response – We regret your experience. Our staff in reception would not have been aware of the nature of the request, which only a clinician would have been able to determine. It is suffice to say this was not simply about a BP reading as you state. It was our view that what was expected from the surgery in this situation should have been carried out by the private consultant during the initiation, and titration stage of the treatment. The same would have applied if you had seen an NHS consultant in this situation.</b></p>
Very Good	No problems at all when making the appointment, in fact I could have had an earlier appointment
Very Good	All the staffs are so understanding and kind.
Very Good	
Very Good	Because they show concern for my problem and help me
Very Good	Someone from the team called me up to book in my daughter's MMR jab - I really appreciated the reminder.
Very Good	Easy access