

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Nov 2024

Responses

Surveyed all patients seen in the survey month
Responses: 80

Survey Results

Overall:  **94%**  **2%**  **4%**

Report Summary

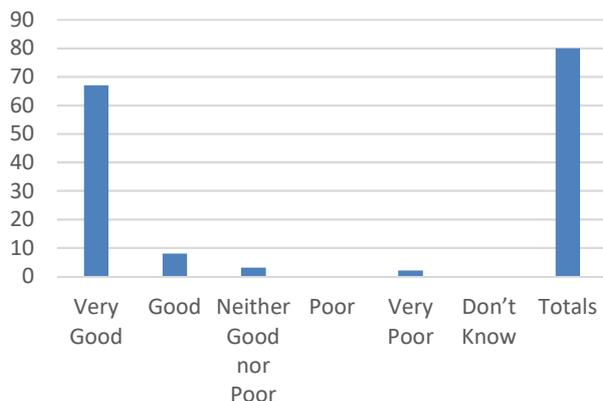
Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	67	8	3	0	2	0	80
Total % (rounded)	84	10	4	0	2	0	100%

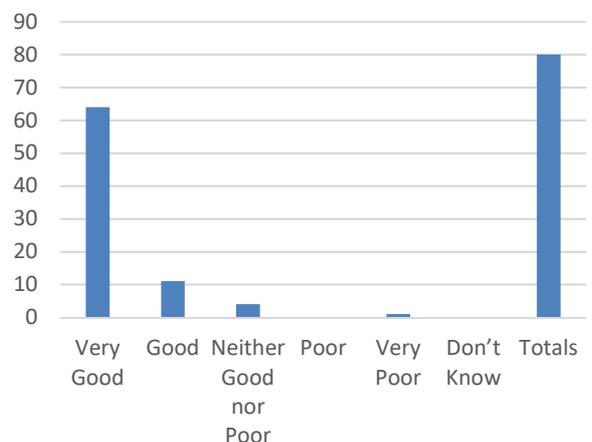
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	64	11	4	0	1	0	80
Total % (rounded)	80	14	5	0	1	0	100%

Overall, how was your experience of our service?

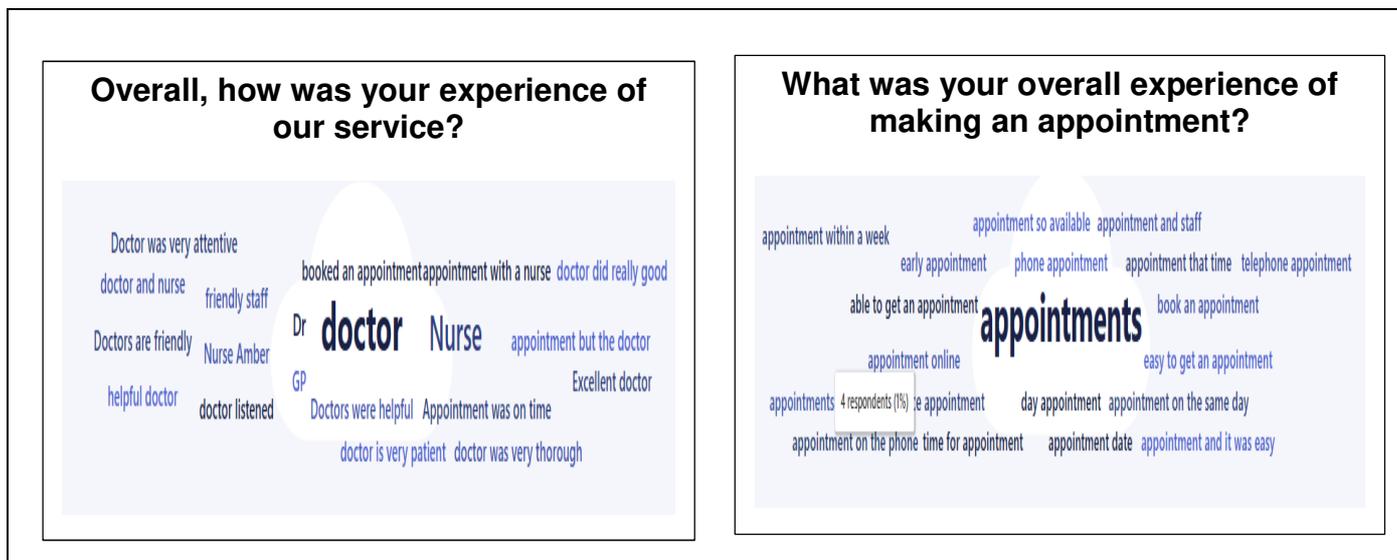


What was your overall experience of making an appointment?



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	Because I was treated with great care and respect and the information was excellent and helped me tremendously. The doctor is superb!!!
Very good	"I didn't have to wait on the phone for a long time to get through to someone. The receptionist was kind and helpful. The doctor was knowledgeable and happy to help. Reception area was clean and warm"
Very good	Very efficient and good communication with the staff and doctor
Very good	Great nurse
Very good	I always find the practice very welcoming. Waiting area nice and clean
Very good	
Very good	Quick to answer call,
Very good	I am very happy with the results
Very good	Speaks for itself it was good
Very good	Prompt response. Friendly informed conclusions
Very good	Very nice in person consultation with Dr Taylor, whose people skills are excellent
Very good	I cannot fault the care and attention administered.
Very good	Friendly staff
Good	
Good	
Good	I was happy with the service

Very good	My doctor was very through, she went over my notes with me, she made me feel at ease
Very good	The doctor was very kind and helpful
Very good	No wait time, friendly dr and knowledgeable
Very good	Friendly efficient and confident
Very good	Dr William Rowe was very helpful and addressed my health concerns. Importantly, as I followed his recommendations, we managed to bring my cholesterol level inside the normal range - very much appreciated!
Very good	Had a flu jab, all went well!
Very poor	Appointment was at 5:40pm surgery was empty and was made to wait until 6:10pm to be seen as the doctor was making her calls. <i>Practice Response: We regret the delay as the GP was attending to booked Tel appts</i>
Very good	Friendly staff
Very good	Because the nurse and the doctor were very polite and helpful.
Very good	Good responsive knowledgeable empathetic young GP
Very good	Very kind, prompt - overall pleasant experience
Good	Dr Parisa Patel was very thorough and helpful
Very good	
Very good	Very welcoming and informative. Shows interest in what I had to say. Very engaging
Very good	Always get excellent service
Very good	
Very good	The appointment was on time. The nurse was very professional and friendly. When I called the surgery in the morning to change the time the receptionist was very helpful and polite.
Very good	Friendly, polite staff. Convenient ways of booking appointments, good availability of appointments. Great experience with the doctor we saw - he took plenty of time to explain all the options and answer our questions
Very good	Good service
Very good	I feel supported 100%
Very good	
Very good	Like the check-in system. Appointment on time. Friendly doctor and staff.
Neither good nor poor	I sent my report to my GP to review before my appointment only to visit on the day and my report for looked at and I have a very bad infection in that report that was not picked up before my visit <i>Practice Response: We regret this as any correspondence takes 48 hrs to be processed. The responsibility to act on the report would usually lie with the clinician who arranged it and it seems this was not the practice but it was reviewed during the appointment.</i>
Very good	The doctor who talk to me was very nice and explain everything to me
Very good	Always helpful and polite
Very good	This doctor is excellent - highly efficient professional and pleasant in his manner.
Neither good nor poor	Neither good nor poor
Very good	Because I think it's important to support the NHS and give good views if the service is good i have to say that the service is excellent doctor Chawdhery is a brilliant doctor thank you
Very good	Dr Katy Daly was friendly, warm and very thorough.
Very good	Kind and caring
Very good	Been here since 1984 service Improve every year
Very good	Always helpful and polite

Very good	The staff were all helpful, from receptionist to the Pharmacist.
Good	Doctor listened and was thorough
Very good	Great service and help
Very good	Very supportive, quick and helpful
Very good	Felt very comfortable and happy after discussing my health problems.
Very good	Very efficient
Very good	The practice nurse was very helpful and everything was very efficient
Very good	306 invariably gives me superb service
Very good	Good service and helpful staff's
Very good	My doctor was so kind, empathetic and helpful. Would definitely ask for her again. Thank you
Very good	Great surgery very helpful
Very good	I phoned this morning for an appt - Jai answered the phone and was exceptionally helpful. I saw a doctor at 12.00. Thank you
Very good	
Very good	"I appreciate the time that was given to me by Dr Rofe. I met him for the first time and was grateful for his care and attention. He also got back to me with details of Southwark council swim and gym opportunities. Which I intend to take up as another alternative to my recovery. Thank you for all your hard work, 306 medical"
Very good	Recently attended for 'flu vaccination with Nurse and was very satisfied with attention received.
Very good	Great - seen to quickly and given a treatment plan.
Very poor	Had to wait for 25 mins past app time. Then learnt that no one had called me from the surgery about blood test I had 3 weeks ago although there was an item that needed follow-up <i>Practice Response: We regret your experience. There may have been a delay and if we fail to reach you we would send you an sms. Happy to look into your concerns if you can reach out to us with specifics.</i>
Very good	
Good	Was happy what the doctor said
Good	
Very good	Great drs
Very good	Great service as always. Mrs Brown is a fantastic nurse. She is polite, remembers her patient, kind and very professional
Very good	I felt satisfied after talking with doctor discussing over a letter from KCH .
Very good	Dr Patel was lovely & had time to listen to my concerns & guided me through the steps to be taken.
Very good	The doctor took into consideration my pain and suffering and changed my medication and referred me back to the hospital.
Very good	Very helpful
Very good	Friendly and attentive trainee GP
Very good	
Very good	Dr Patel was very welcoming, and managed to appear unhurried, though I'm sure that wasn't the case. She was extremely thorough, and didn't leave any stone unturned in her efforts to find a solution.
Neither good nor poor	Usually really pleased with my GP appts at 306. However the one I saw on Monday seemed quite stressed and hurried. Appt was maybe 15mins late (not a problem) but then just 10mins (or less) into my appointment she commented that she had '3 patients waiting' which made me feel a bit rushed ..and also a bit like I hadn't had my allotted time (:) so wasn't sure why the pressure was being put on my

	appointment time. Overall just seemed a bit stressed and could be interpreted as a bit switched off. <i>Practice Response: We regret your experience. We usually allocate 10 minutes per appt</i>
Very good	Dr asked me all the right questions and my answers satisfied her. I didn't feel rush, Dr K Daly was very amiable, interested in me as a person. Therefore, I didn't feel like I was on a conveyor belt.
Very good	The nurse was very nice

What was your overall experience of making an appointment?	Please can you tell us why you gave your answer?
Very Good	The appointment was made with reception and could not have been more easy.
Very Good	Excellent. Wasn't waiting on hold for a long time
Very Good	Very straightforward
Very Good	
Very Good	It's something I need to have every three months a vitamin B12 and it's easy to get an appointment
Very Good	
Very Good	Receptionist was able to do a telephone booking that day
Good	Because I get better everyday
Very Good	You answer it yourself in the question
Very Good	Satisfaction
Very Good	Felt reassured in leaving and as though my concerns were being addressed
Very Good	Making my appointment was very professional
Good	
Good	
Good	
Good	Making an appointment was straight forward although the appointment date itself was a distant date
Very Good	It was easy
Very Good	Doctor spent alot of time listening to my problems
Very Good	Always a quick appointment especially for children
Very Good	Already explained as previous
Very Good	It took less that 5min over a call
Very Good	It was very easy and nice to be sent a reminder
Poor	Had to wait 3 weeks to see a particular GP, was made to wait half an hour to be seen and she couldn't dismiss me quick enough. Next time I won't bother to wait and see this particular GP. <i>Practice Response: We regret your experience. It is not unusual to wait longer to see a named GP</i>
Good	Staff care about their patient get the best help
Very Good	I was thrilled to speak to a human being on the desk. I felt like they cared.
Very Good	Quick and easy
Very Good	Very smooth!
Very Good	Called and had an appointment in a week

Very Good	
Very Good	I called up for a flu vaccine and I had options for dates and times that suited me.
Very Good	
Very Good	
Very Good	It was very easy to book a flu vaccine appointment using the NHS app. And then I changed the time of my booking by calling the surgery, which was also easy and I didn't have to wait too long to speak to a receptionist.
Good	
Very Good	Good service
Very Good	You all work so hard, but still manage to go above and beyond to help and support people
Very Good	
Very Good	Now that I know how to use the system properly, it's very easy to book an appointment.
Neither good nor poor	It has improved could be better
Very Good	I easily get an appointment
Very Good	Very helpful staff
Neither good nor poor	It would have been good to be able to see the doctor earlier but I do understand how under pressure GPs are at the moment
Neither good nor poor	Neither good nor poor
Very Good	Good service
Very Good	Very straightforward
Very Good	The appointment was perfect in every way
Very Good	Every time I call never have problems getting a appointment the staff is always helpful
Very Good	Staff always try to help with appointments to accommodate
Very Good	
Very Good	I was given an appointment on the days I asked for (when I am off work) so that was very convenient.
Very Good	Easy system
Very Good	Sent a message at 7am and got a call back 30 mins later. I missed that call, but they called again. Really kind.
Very Good	Because all 306 doctors and staff is very good
Very Good	Was given an appointment straight away
Good	My appointment came as a result of my flu vaccine appt. So I didn't actually book as normal, but service was good
Good	
Very Good	Staffs and doctors , give a good service When they can.
Very Good	The receptionists are always friendly and book me in fairly quickly.
Very Good	
Very Good	
Very Good	Never had a problem with making appointments.
Very Good	As stated above
Very Good	We called last minute for our baby and were told no appointments. Reception called back ten minutes later to say there had been a cancellation for an hours time and did we want that appointment. Brilliant service especially as worried parents.
Neither good nor poor	

Very Good	
Good	Very helpful
Very Good	
Very Good	Easy to get
Very Good	
Very Good	Seen on time .
Very Good	The front office staff was very informative & helpful
Very Good	The doctor listened me very well
Very Good	Very good
Very Good	
Very Good	
Very Good	I was able to get an appt within a week, which I felt was excellent, as I had stressed it was not an urgent issue.
Very Good	Admin staff are really polite and professional, one even called me back when there had been a cancellation. Kind manner really nice.
Very Good	As soon as I spoke to the receptionist, she included me into the appointment that had already been arranged as I had a query. Which wasn't about my medication review.
Good	I wish I could have gotten an earlier appointment date