

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Jan 2025

Survey Results

Overall:  **95%**  **3%**  **2%**

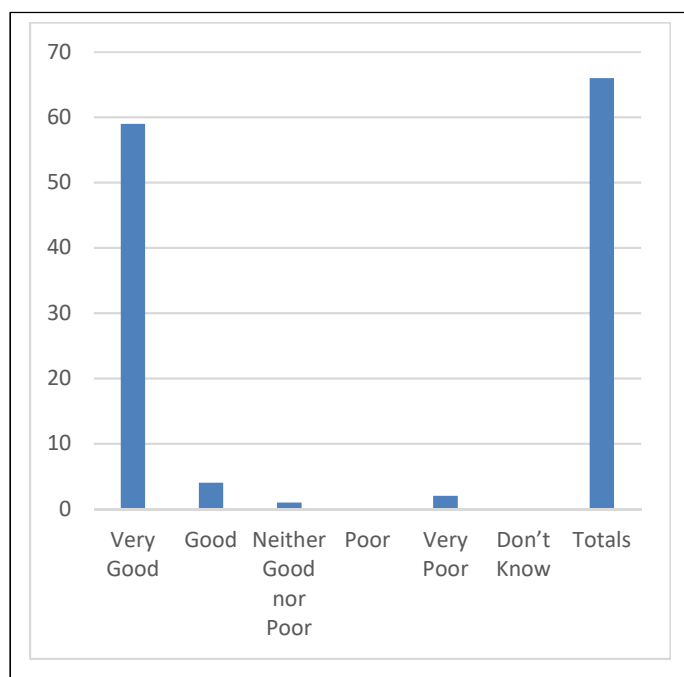
Report Summary

Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	59	4	1	2	0	0	66
Total % (rounded)	89	6	2	3	0	0	100%

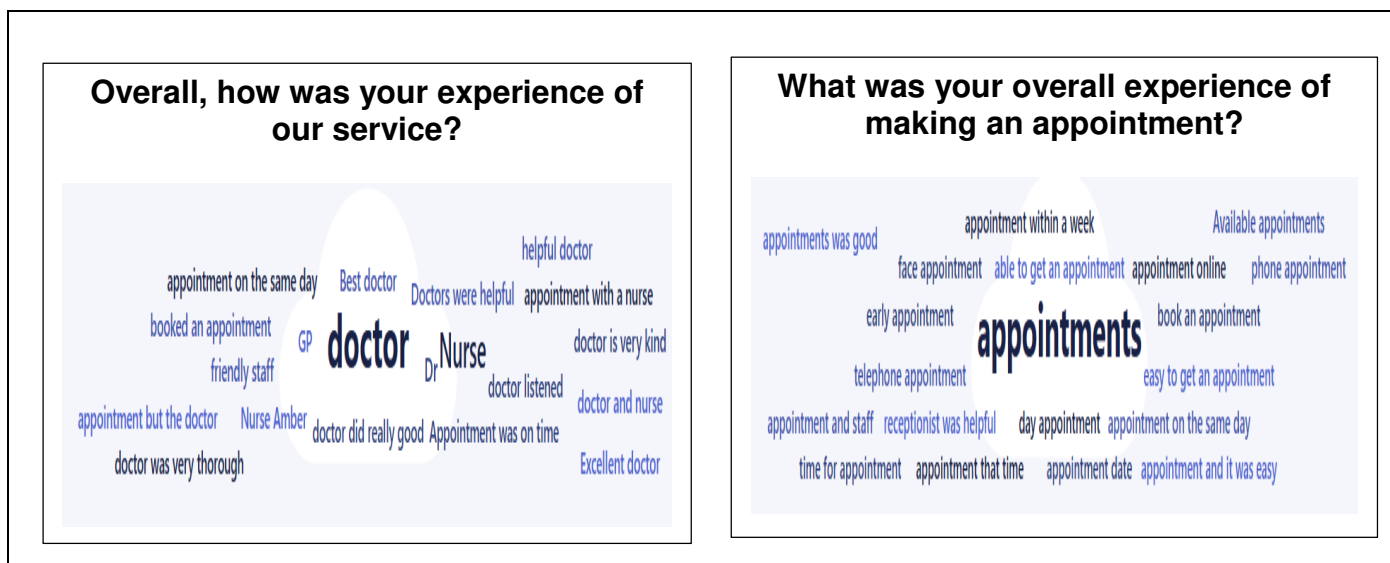
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	61	4	0	0	1	0	66
Total % (rounded)	92	6	0	0	2	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

Overall, how was your experience of our service?	Please can you tell us why you gave your answer?
Very good	I was pleased with the way I was treated
Very good	
Very good	Was seen on Time, appointment was very easy to book by friendly reception staff, doctor was very good in dealing with my problem
Very good	Quick services
Very good	Got an appointment quickly, didn't have to wait long and the Doctor was very thorough, personable and reassuring.
Very good	It went well
Very good	Friendly service
Very good	A relaxed yet thorough conversation. I was listened to and also reassured.
Good	The GP was excellent but my appointment was 30 mins late and the waiting area was incredibly cold.
Very good	Got an appointment same day and was prescribed medication to pick up that evening
Very good	The doctor demonstrated genuine interest in my well-being and provided me with valuable advice.
Very good	Dr Listened to me and understood what i was saying and did not distract me or stop me or rushed me.
Very good	
Very good	The Doctor examined me well and did all necessary
Very good	Dr Dolly was very kind and professional. She made me feel heard and respected.
Very good	Very nice and helpful GP, short waiting time and productive visit

Very good	I was seen on time and the doctor listened carefully to my concerns, offered a thorough examination and asked what I wanted as a next step.
Very good	I was seen the same day I called for an appointment- did not have to wait at all - by a very polite and friendly doctor who made a diagnosis and addressed my problems. Prescribed the medications I needed and prompted me to come back if my signs worsened. I felt looked after very well.
Very good	There weren't many patients about and I was seen right on time. I didn't have to wait more than necessary.
Good	The only unpleasant thing was being punched by a child while I was in the waiting area. There was nothing the staff could have done, but it's not something you expect when you are just sitting and waiting to be called.
Very good	Great staff all round.
Very good	My appointment was on the dot did not have to wait long
Very good	It went well
Very good	The doctor was very kind and understanding
Very good	The GP I saw (Dr Parisa Patel) was supportive, knowledgeable and skilled.
Very good	The Dr doctor was very good, listened to my concerns and cared for health.
Poor	Gp has got no clue *Practice Response - We are sorry you feel that way please reach out to us with specifics so we can understand your feedback
Very good	Friendly and kind nurse who explained everything. Polite, helpful and friending receptionist. Exceptional surgery
Very good	From appointment booking to seeing doctor faultless
Very good	Services rendered were professional and excellent. Staff were empathetic. Good explanations for questions asked.
Very good	The doctor was excellent
Poor	My son's immunisations appointment was at 9am. The nurse was around 10/15 minutes late to work. The nurse did not discuss the immunisations she was administering. When I asked about side effects, she just gave me a leaflet and told me to read it instead of having a conversation with me and answering my questions. As soon as the nurse gave the immunisations and completed her documentation, she opened the door and started preparing for her next appointment whilst I was in the middle of asking questions for clarity. I felt rushed and unheard. This is such a shame as I was on time for my appointment and have always had great experiences with healthcare professionals at 306 discussing the risks and benefits of all treatments for me to make an informed decision. *Practice Response – We are sorry to hear about your experience, please reach out to us and we will look into your concerns. In the meantime we have raised this with our nursing team to ensure that we reflect on your experience and glean some learning.
Very good	Always very helpful at the appointments desk. Rest of appointment really good.
Very good	The doctor explains to you step by step
Very good	Helpful staff
Very good	Brilliant service. Best doctors I have ever had
Very good	Ms Atkinson was the nicest, most helpful, i have ever had. Very compassionate, funny and quick to the point
Very good	Their hospitality are amazing
Very good	They always treat me well
Very good	Excellent clinical staff and admin staff. Very friendly knowledgeable and approachable
Very good	Seen pretty much on time, and felt well supported
Very good	Very quick, clean and efficient

Very good	
Very good	The doctor was really nice and polite, was straight to the point but that's to be expected due to the time frame. Very helpful, even looked concerned due to the level of my injury should I say.
Very good	Whenever I have rang in I have been lucky to get an appointment for the same day.
Very good	Because I always get a good service when I have contact with the surgery.
Very good	Excellent receptionist earlier in the week understood my concerns and booked me for just the right appointment. GP Dr Chawdhery also understood my history and made the referral I believe I need. Receptionist on Evening of 17/1/25 was also very helpful and considerate. Thanks everybody.
Very good	Because I am always satisfied with the reception and service at the Surgery.
Good	Long wait time
Very good	Polite staff, generally on time, easy to get an appointment. Doctors take me seriously.
Neither good nor poor	The nurse didn't take time to speak to us properly, seemed to be in a rush. Administering the vaccine was fine and she was pleasant other than that, but didn't listen properly to information that was relevant, just seemed to want us done and out the door as quickly as possible. Perhaps these appointments need longer time slots.
Very good	People very kind
Very good	GP listening to my worries
Very good	Because I had a good consultation with doctor Chawdhery
Very good	The doctor I saw was very nice, but she spoke softly I had to ask her to speak up to which she did
Very good	Lovely doctor
Very good	All doctors and staff were very helpful and did the best they can to advice and help me with further appointments
Very good	My doctor was amazing
Very good	Great staff great surgery
Very good	Great GP
Very good	Dr Dali is very kind and good doctor
Very good	Nurse Amber Brown was excellent, informative, caring, thoughtful and helpful. Receptionist was efficient and helpful.
Good	
Very good	Everything was explained in detail
Very good	Because the service and attention they gave to my visit was lit <u>100</u>
Very good	I felt that the GP listened to our concerns and he has referred us to someone

What was your overall experience of making an appointment?	Please can you tell us why you gave your answer?
Very Good	I phoned and was booked in for the same day
Good	
Very Good	
Very Good	Very good stuff
Very Good	
Very Good	Experience satisfactory
Good	Easy to book
Very Good	The Doctor requested the face to face medication review offering the appointment.
Good	I wanted a face to face app and could not do this on the nhs app- it only offered me telephone appointments.

Very Good	Doctor could tell what it was and was able to prescribe quickly
Very Good	The waiting time was minimal.
Very Good	I get app when I need it in timely manner
Very Good	
Very Good	
Very Good	I applied online and was given a telephone appointment. I was then called and offered and in person appointment that was a cancellation. I appreciated getting an appointment so quickly.
Very Good	No trouble
Very Good	I did not have to wait long to get through to reception and the receptionist was very friendly and helpful with providing available appointments
Very Good	Same as above
Good	Good is good enough. I couldn't get an early appointment with a preferred GP, but another one.
Very Good	It was booked by the nurse as a follow up and it was good to see there is continuity in the care
Very Good	Always get appointment when needed
Very Good	Centre book the appointment for me to see the doctor regarding a recent report from the hospital Don't have any
Very Good	There was no delay at all
Very Good	Did no have to wait long doctor very thorough and
Good	Quite a long wait for my appointment
Very Good	The appointment was straight forward and gave me the time I wanted.
Very poor	Gp isn't good *Practice Response – We are sorry you feel that way please reach out to us with specifics so we can understand your feedback
Very Good	I was sent the appointment for my baby's immunisations.
Very Good	Reception on booking appointment very perlte and courteous
Very Good	Scheduling or changing of appointment has been easier than thought
Very Good	I managed to get an appointment on the day via email form
Very Good	Receptionists/admin are always efficient and helpful when booking and amending appointments
Very Good	Staff always friendly and efficient.
Very Good	Good
Very Good	Helpful staff
Very Good	Just always get an appointment
Very Good	
Very Good	They have dedicated staff
Very Good	Was very easy
Very Good	Very quick and easy
Very Good	GP made the appointment for me during a previous telephone appointment
Very Good	Very quick, clean and efficient
Very Good	
Very Good	She was very concerned about the level of my skin infection, and asked for me to come back for a follow up appointment.
Very Good	Has above
Very Good	Same as before never experience problems.
Very Good	The perfect help I received on 14/1/25 from the excellent efficient compassionate receptionist on late to mid morning, when I called to book an appointment .

Very Good	Never have a problem with making appointments.
Very Good	Easy phone call
Very Good	Quick and easy
Good	Person on phone was friendly and helpful
Very Good	Nice
Very Good	It was easy
Good	Very efficient receptionist
Very Good	When I rang reception I was given an appointment in just over a week
Very Good	On time
Very Good	
Very Good	
Very Good	Got appointment 1st time. As always.
Very Good	Great support as always
Very Good	
Very Good	Vaccination appointment sent to me and reminder text sent.
Good	
Very Good	Reassure
Good	
Very Good	I managed to get an appt that same week