

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Feb 2025

Survey Results

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

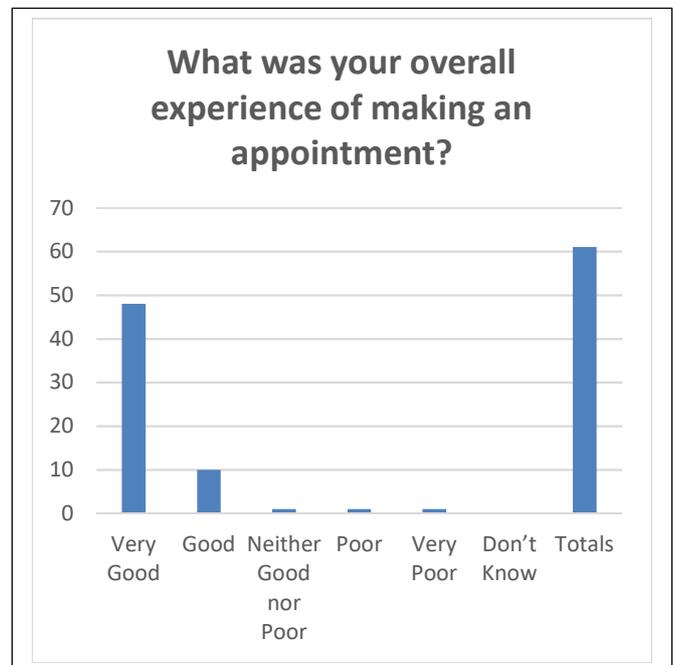
Report Summary

Overall, how was your experience of our service?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	56	2	0	2	1	0	61
Total % (rounded)	92	3	0	3	2	0	100%

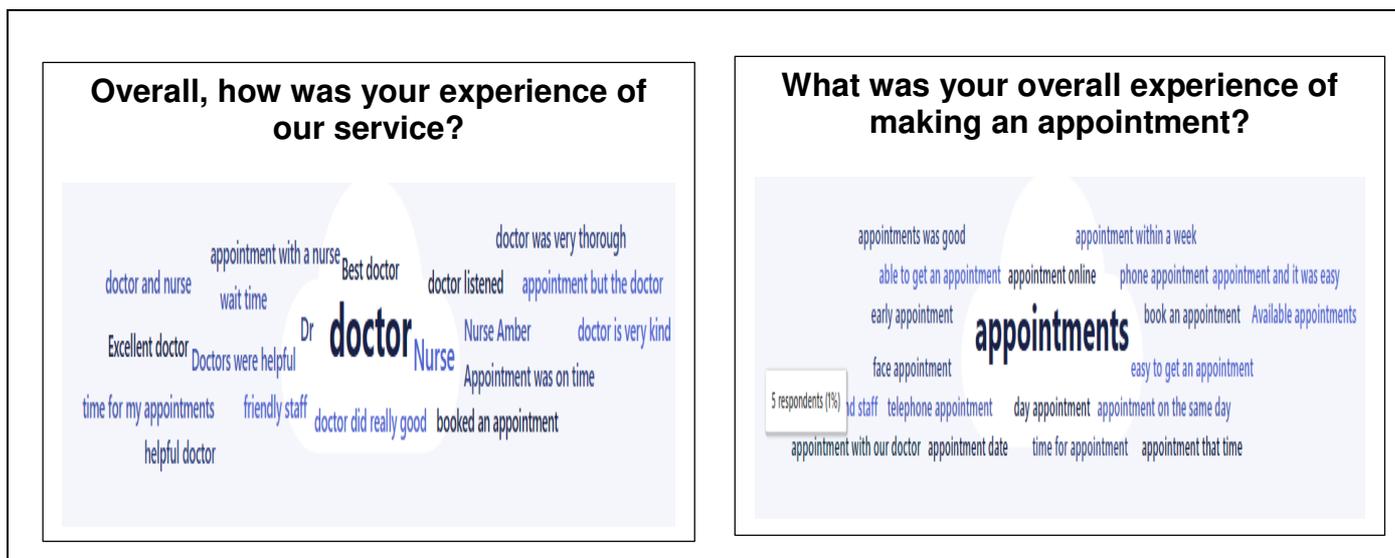
What was your overall experience of making an appointment?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total
Total	48	10	1	1	1	0	61
Total % (rounded)	79	16	2	2	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?
Good	Doctor was great but waiting time was quite long
Very good	The staff are amazing and so are the doctors. Always helpful to me. Lovely doctors. They look after you.
Very good	Checking in was seamless and the receptionist was quite helpful. The Doctor I saw (Dr Chawdry) was very friendly and helpful. She listened patiently to and addressed all my concerns. I left feeling satisfied with the attention I got.
Very good	
Very good	I had a positive experience
Very good	I found Dr Rofe very clear in his questions, his responses and his recommendations. His physical examination was carried out carefully and thoroughly.
Very good	I was a bit nervous, but doctor made me feel at ease
Very good	Because there are all excellent doctors.
Very good	
Poor	I didn't enjoy my time at my practice so I registered elsewhere. When booking appointments it said telephone but then would be in person. It needs to be clear what I'm booking. Long waits at the practice when arriving for appointment, last time I waited for an hour. *Practice Response: We are sorry that your experience did not meet your expectations. For practicalities and system constraints we are only able to offer online one option for appointments, which is telephone and video appointments for GPs. You can convert these to face to face if you choose by calling ahead or arriving 5 minutes before the

	appointment time. This option is suitable for most of our patients as that saves them taking time off from work to access their GP. This information is available on our website and on the NHS app. Regrettably sometimes long wait times at the surgery occur due to patients with more complex needs who may need more time or unforeseen emergencies may arise which may need to be clinically prioritised.
Very good	Because I found the doctor I seen very helpful
Very good	I got the hep I needed
Very good	From reception booking to appointment Perrrrrrfect *****
Very good	On time appointment and clear doctor guidance. All personnel was very polite and efficient.
Very good	My doctor is really following up with my health issues. She is extremely helpful. Apart from helping with my medication, she is also providing other support in order to improve my health. I am really grateful.
Very good	No waiting, friendly staff and Dr fully explained everything and made necessary referrals.
Very good	Excellent doctor. Excellent reception staff.
Very good	Dr Maureen very efficient, caring and listens, as well as explaining everything that's going on.
Very good	I have been given all possible assistance.
Very good	The. Dr made every effort to make the appt accessible to me , which is greatly appreciated, and was welcoming and friendly (as were the receptionists).
Very good	Dr Rofe really listened to me yesterday. I have been suffering for many years with pain and he said we're getting to the bottom of this. Bblood tests xray referral letter. I came away a very happy patient, not forgetting the amazing receptionists that day
Very good	
Very good	
Very good	I got my ftf appt quickly. No waiting on early arrival.
Very good	On time. Attentive and helpful consultation
Very good	Dr Chawdhery listened to me. She is very thorough and very knowledgeable. Dr Chawdhery explains things clearly and allows me to ask questions. I was also given more time than the standard 15 minutes so everything that needed doing got done.
Very good	I'm satisfied with the treatment I received from the doctor.
Very good	Proficient and organised
Very good	I was seen by the doctor broadly on time and then needed to see the nurse which was arranged immediately and nurse Amber Brown was extremely professional and diligent. She was so kind and understanding
Very good	Outstanding Professional Service. Compassionate Care. Little Waiting Time Reminder Message
Very good	The Doctor listened to my concerns and worked with me to try to find a solution. The consultation was very informative and a left feeling positive about the actions and goals I need to undertake to improve my health. One of my concerns was to stop smoking , I was given a link with contact information and I have my first appointment on the 17th
Very good	As always, my entire experience with the practice was brilliant. Easy to do what I needed, clear communication and the appointment was really reassuring.
Very good	On time, and very helpful GP
Very good	The doctor was really helpful in helping me with my pain and what I booked the appointment for and really listen to how i was explaining my symptoms, completely different feeling in the practice and when I left the practice, then my last appointment
Very poor	The doctor was no good. She made me feel anxious didn't help with my pain and contradict herself several times in regards to my treatment.

	*Practice Response: We are sorry to hear about your experience. Please reach out to us and we would be happy to look in your specific concerns.
Very good	Doctor was very helpful and answered all my concerns and given a good examination
Very good	Nice receptionist booking on the phone; good doctor; no long waits
Very good	Because all the help is provided, thank you very much for all the services.
Very good	My doctor was exceptionally good. She listened to everything I had to say and she was very helpful.
Very good	polite staff - exhaustive info from doctor with easy access in her side to my personal nhs history - and easy to book
Good	I was seen by a Doctor
Very good	Great all round practice. Lovely helpful reception staff. Doctors & nurses are all amazing!
Very good	I was treated carefully with care
Poor	<p>I first saw the nurse who was excellent but then the Dr I saw told me I was only allowed to bring one issue, had not read the notes at all. So I had to go over everything again, including what my job is and if I drink alcohol. I've just had major surgery (splenectomy) and I had a few (all related) questions about vaccines. She had no clear documentation of the vaccines I've had and seemed irritated I had asked more than one question. The nurse was amazing and told me to ask some of my questions about fertility to the Dr but I was unable to do that as I felt so frustrated by her manner.</p> <p>*Practice Response: We are sorry to hear about your experience. Please reach out to us and we would be happy to look in your specific concerns.</p>
Very good	Doctor listened and was caring as I was in a lot of pain.
Very good	Nurse Amber was excellent. She made me feel very relaxed and at ease.
Very good	Nice kind doctor who considered my symptoms carefully
Very good	Doctor was very understanding of my problem.
Very good	
Very good	Dr was nice helpful and explained things well
Very good	Dr Katy Daly is very nice and was very helpful.
Very good	I feel proper care and attention has been taken to my journey with HRT and I have been able to see the same doctor each time over the last 18 months
Very good	
Very good	Obvious
Very good	
Very good	Quick confirmation of the appointment. Was seen promptly and professionally.
Very good	Staff are extremely helpful and accommodating-always very grateful
Very good	Dr Choudhury has always listened and provided excellent care and on this occasion it was the same.
Very good	It was fruitful
Very good	I am always happy to visit the surgery was able to see the doctor quite quickly. Dr showed me lots of empathy whist discussing my ailments
Very good	Doctor was very good
What was your overall experience of making an appointment?	Please can you tell us why you gave your answer?
Very Good	Appointment was made for me, I rearranged to a suitable time without issue.
Very Good	Always get an appointment. Always helpful

Very Good	I did not have any challenges making an appointment.
Very Good	
Very Good	The Dr was professional and caring
Very Good	Helpful interaction over phone.
Very Good	I had no problem, as the booking appointment was made for me
Very Good	The doctors are so understanding, helpful, and very patience. Thank you.
Good	
Poor	
Very Good	I was given an appointment when I needed it
Very Good	It was fast
Very Good	Receptionist very perlite *****
Very Good	As per item 3 response
Good	
Very Good	Easy to do.
Very Good	The receptionist spoke kindly and was really helpful and gave me great advice.
Very Good	Phone answered straight away, appointment made for next day.
	I was treated and given extra explanation that I needed to know it
Very Good	Simple to make the appt and flexibility offered.
Very Good	I cannot believe how amazing all these people that work here how accommodating they all are .And very easy to interact with
Very Good	
Very Good	Very good good nice staff
Very Good	After tel. appt I was given ftf appt quicker than I expected. On appt I was listened and after examination booked to specialist.
Very Good	
Very Good	See my answer to question 4.
Very Good	I'm satisfied with the treatment I received .
Very Good	Surgery is using new tech to streamline services of surgery
Good	I called up and could find an appointment but not for a week but still it wasn't urgent so a week felt ok to see the doctor
Very Good	Outstanding Professional Service; Compassionate Care; Little Waiting Time; Reminder Message
Very Good	I have never had a bad experience when making appointments. The staff are always polite. friendly and try their best to accommodate.
Very Good	I wanted a face to face appointment so phoned the surgery. Only had a short wait (8 days) and the reception staff were really friendly as always.
Good	My original appointment was cancelled due to staff sickness but I was impressed that I could rearrange for an alternative date which was only two working days after my original appointment had been due to take place.
Very Good	I called 111 first and then one 1 got me a telephone appointment which is Doctor called me straight away and then also got me an appointment to come in to be checked on the same day that was really helpful as I was in chronic pain
Good	I was happy with the receptionist she helped me get my appointment booked. I felt relaxed talking to her.
Very Good	My request for a call back was good and making the visit appointment with the doctor was excellent
Very Good	
Very Good	Because all the help is provided, thank you very much for all the services.
Very Good	Fast appointment date

Very Good	I just had to make a phone call - briefly explain - and in a minute I was booked an appointment with the correct doctor, for few days later (my condition was not urgent)
Neither good nor poor	Have wait too long what if it was very urgent shorter time for an appointment
Very Good	Never have a problem with making appointments.
Very Good	Answer with compassion and respect
Good	
Good	Appointment was made
Very Good	
Very Good	As above
Good	
Good	Service improvement
Very Good	Easy, all done online
Very Good	Always good at getting appointments and staff are nice.
Very Good	Easy to get through and not long to wait for an appointment with the doctor I wanted to see.
Very Good	
Good	
Very Good	Very thorough
Very Good	Anne the receptionist was fantastic.
Very Good	Excellent staff.
Very poor	I initially called the surgery and was told they had no same day appointment and because of the reason I was calling I should be going to A&E. I called nhs 111 and explained to the call handler the same problem I told the receptionist and they booked an appointment with the surgery. *Practice Response: We ae sorry that you felt this way. You were offered NHS111 to help triage as they have appointment that they can book into. We would be happy to look into your specific concerns if you would reach out to us.
Very Good	Did not have any problem booking the appointment
Very Good	All the people that work at this surgery are so kind to my family.,it's nice hear people talk to the patients .
Very Good	Sometimes hard to get an appointment

We will reflect on any constructive feedback outlined below where practicable, to ensure we continuously improve your experience at the surgery. Thank you for your feedback.

Nothing could be improved on..5 star service.
Nothing.
None
As far as I'm concerned they are brilliant at what they all do for their community. I highly recommend them to anyone looking for a GP
I had good experience how my case was dealt with. Thank you
I do not know
Most people I know have to wait weeks for an appointment and feel that they are not given enough time with the doctors to discuss their concerns. I have never experienced that type of service from this practice. Please do not change
Nothing - keep up the great work! 😊
I had to call reception to make both the original appointment and the rearranged one. Although I was sent a link to book the rearranged one through the NHS app, the only option it then gave me was for a telephone

appointment, which wasn't suitable and didn't match the type of appointment that had originally been cancelled. If I could have booked an in person appointment through the app I would have done so
Nothing, the service was great and the doctor was exceptional
Make sure the doctor I saw understands the patients more, as I don't want to see her again
none, just perfect.. Thank you
Everything was perfect, thank you!
my experience was positive - only sometimes GPs facilities look a quite dated and rustic - rather than clean and modern clinics, they look more like houses with vinyl floors with random cupboards on the wall that happens to have medical equipment inside...also, even if maybe clean, they don't really give that impression, as everything is quite dated - but I presume that at the moment there are more urgent priorities than renovating facilities and furniture... so all positive on the general service side.
Nothing at present
Nothing
I can't see any error
See above
N/A
No
Not really
Nothing
Start delayed but so what. It's a busy surgery.
Nothing
Please take time to listen to patient problems and not be too quick to get them off the line without offering real support. For people to contact the surgery, it means they need help
Have no complain
No they all have done things correctly, in a caring manner