

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Jan 2026

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	39	2	2	1	0	0	44
Total % (rounded)	89	5	5	2	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	38	6	0	0	0	0	44
Total % (rounded)	86	14	0	0	0	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.

The AI generated analysis reveals the following key insights:

1. Categorical Feedback:

- 'Very Good' was the most frequent rating for both appointment experience and service experience, indicating high overall satisfaction.
- Negative ratings ('Poor' and 'Very Poor') were minimal, suggesting limited dissatisfaction.

2. Textual Themes:

- Commonly mentioned themes include 'appointment', 'good', 'helpful', and 'doctor', reflecting positive experiences with scheduling and staff.
- Words like 'nothing' and 'time' suggest areas where users felt no improvements were needed or appreciated timely service.

These insights highlight strong satisfaction with the service and staff, with minor areas for improvement in continuity and efficiency.

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	The Dr. Was very attentive to my reason to the surgery
Very good	GP was great and thorough! Felt heard and cared for
Very good	Very caring centre I like it
Very good	
Very good	
Very good	Short notice appointment and Dr Daley very understanding of my needs
Very good	Friendly appointment, not rushed
Very good	Saw my reborn very quickly- doctor made me feel like I wasn't being silly!
Very good	Appointment on time. Lovely efficient nurse...and very thorough doctors appointment.
Very good	
Very good	The Dr was very helpful and informative, also active by informing her co Dr and got an advice from her about my son's health.
Very good	Good check up and follow up appointment with physio also given, very helpful
Very good	Listening and accommodating
Very good	I was seen quickly, treated well with reassuring listening. Referral sent and hospital appointment next week.
Very good	Nether have any problems
Very good	I would like to give feedback about my recent appointment. Daisy White was incredibly lovely and professional. She listened carefully, did not dismiss or ignore any of my health concerns, and handled everything thoroughly and with care. I really appreciated how attentive and supportive she was.

Very good	Excellent. Coming from a GP where my concerns were often dismissed, I really appreciated how Daisy White listened carefully, took my health issues seriously, and handled everything professionally. She was attentive, supportive, and made me feel heard and cared for.
Very good	Everyone was friendly.
Very good	
Very good	On time and knowledgeable, helpful doctor
Very good	The doctor listened to me and responded very helpfully.
Very good	The pharmacy Doctor was very patient with me . She took her time to explain everything to me. I am truly grateful to her because sometimes I can become very irritated.
Very good	Nurse Practitioner was very helpful and kind.
Good	Doctor answered my question clearly
Very good	Dr Yee Jun Lim is an exceptional physician. He is thorough and precise and kind. He ensures you leave with a solid plan with full confidence in your care. He is truly a valuable asset to the 306 medical centre team, and I feel very fortunate that he is my doctor.
Very good	Very polite and excellent questions
Very good	Very good all round service and very helpful at reception
Very good	Kind, professional and helpful advice and care
Very good	Dr Chowdary is always thorough and provides excellent service.
Very good	I was listened to. The receptionist was helpful and welcoming. The consultation room was changed without any fuss as I can't climb stairs.
Very good	Doctor explained all the questions that I asked, He was very professional but still being very kind.Lovely having a doctor down stairs
Neither good nor poor	I was registered with 306 for years and then 306 book me an appointment with a different GP. The next time I want to see a doctor I was told that I was no longer registered with them. I was not treated nice with the reception as they were not helpful and could not give me a reason to why I was removed. Practice Response: We regret your experience.
Poor	I felt that the GP wasn't experienced enough to answer my questions. She said she had to refer to a senior GP for answers. I didn't feel confident with her. Practice Response: We regret your experience but would like to assure you that you may have seen a trainee GP working under a senior GP
Very good	Wonderful GP!
Very good	Megan BUI
Very good	Dr. Daly is very thorough, kind and considerate
Neither good nor poor	I have to get my condition worse to go to the hospital. I have been struggling for years to get it better and if the result is what I think it is I still won't get treatment on the NHS as I understand I have to buy the items needed after the result.
Very good	GP gave lots of time and referrals for test and x ray
Very good	I felt the GP listened very well and gave the time needed to discuss and carry out the checks that were necessary and made a sensible referral. I was seen on time.
Good	
Very good	Dr White is an excellent member of the team, friendly, kind and good listener
Very good	Margaret on reception is always so helpful, smile on her face and always accommodates
Very good	Friendly staffs
Very good	
Very good	Saw my reborn very quickly- doctor made me feel like I wasn't being silly!
Very good	Appointment on time. Lovely efficient nurse...and very thorough doctors appointment.
Very good	

Very good	The Dr was very helpful and informative, also active by informing her co Dr and got an advice from her about my son's health.
Very good	Good check up and follow up appointment with physio also given, very helpful
Very good	Listening and accommodating

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Very Good	I have never had a problem in making an appointment
Very Good	No wait time
Very Good	Polite and straightforward
Very Good	Because the centre always takes you as priority
Very Good	
Very Good	
Very Good	On the day appointment
Very Good	
Very Good	
Very Good	I was offered a quick face to face appointment within a week.
Very Good	
Very Good	Excellent
Good	Appointment given same day, nice receptionist
Very Good	Listening and accommodating
Very Good	I was able to take a cancellation on the day
Very Good	Nether have ptoblems
Very Good	Very good. The process was straightforward and easy, and I was able to get an appointment without any issues.
Very Good	Very good. The process was easy and straightforward, and I was able to get an appointment without any issues.
Very Good	The doctor was very friendly, attentive and professional about my health problem and prescribed me medications.
Very Good	
Very Good	Easy to phone up and make appointment for my son
Very Good	Helpful staff and short waiting time for an appointment.
Very Good	Its stated above.
Very Good	Nurse practitioner was very helpful.
Good	I made the appointment online, it's easy, just can't make on a closer date
Very Good	The entire experience at this practice is well-calibrated. From the initial booking to the appointment itself, the process was seamless and professional.
Very Good	
Very Good	
Very Good	Reception staff are lovely and helpful - they will always go and above to find an appointment too if I need to be seen
Very Good	Great service
Good	I appreciate that I can talk to a human being rather than just use messaging. Also when I asked for confirmation of the date and time more than once I appreciated their patience.
Very Good	I find this surgery so accommodating, never have any trouble getting an appointment.

Good	N/A
Very Good	I had no problem securing a face to face appointment.
Good	
Very Good	Megan BUI
Very Good	Easy to make appointments, reception team are lovely
Very Good	I got to see a doctor and got forms for the hospital again.
Very Good	
Very Good	Easy to book in and the call was answered by a human!
Good	
Very Good	
Very Good	
Very Good	I was attend to on time and my question were answered
Very Good	

Please tell us about anything that we could have done better.

Nothing to complain about at present
There was quite a wait my appointment- approx 50 mins.
Everything is very good
No. All was excellent.
None. Keep keeping the good job up
N/A
None
I feel all went well and no problem.
nothing
Thank you!
Nothing. Always very happy with all experiences at 306.
Everything is fine
Dry clear and good quality pace

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