

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Mar 2026

Survey Results

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

Report Summary

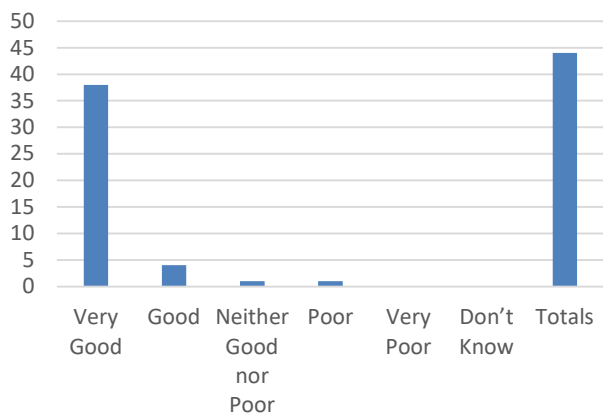
Overall, how was your experience of our service? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	38	4	1	1	0	0	44
Total % (rounded)	86	9	2	2	0	0	100

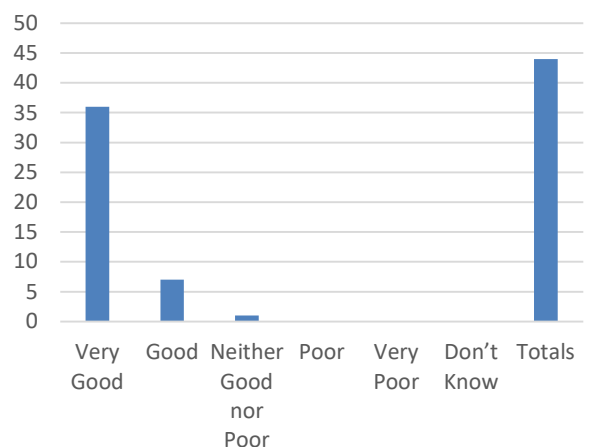
What was your overall experience of making an appointment? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	36	7	1	0	0	0	44
Total % (rounded)	82	16	2	0	0	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.

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	Dr Rofe is a caring Dr that i have a rapport with.
Very good	Pleased with everything
Very good	Reception staff are friendly and very efficient. Appointment times are normally kept to within 15 minutes wait.
Very good	Friendly & accommodating staff, easy and faster access to appointments. Doctors do patient hearing and thorough examination.
Good	I had a very positive experience with Dr. Daisy White. She listened carefully to my concerns and made me feel heard and supported. I didn't feel rushed, and everything was explained clearly. I really appreciated her professional and kind approach. Thank you.
Very good	Friendly. Always excellent follow up. And a commitment to helping me as a patient live a healthy lifestyle.
Very good	Easy to get a same day appointment, on time appointment and straight forward interaction with the doctor
Very good	
Very good	The staff were so so so supportive and caring - not just of my infant son but of me as he was getting vaccinated. They were absolutely incredible.
Neither good nor poor	
Very good	I was seen promptly, treated with warmth and consideration, felt confident that my concerns were heeded and would be addressed appropriately.
Very good	I am always pleased with the service provided by the Surgery.
Poor	Doctor was very late for appointment. Once seen experience with the doctor was good.

Very good	My doctor is really listening to me and helping me
Very good	"Reception was welcoming. Staff attended to me immediately and provided what I came to collect without delay. The Pharmacist I came to see was very attentive and did not hesitate to explain more than once, things I was not clear about my medication. There was no rush in the time it took to communicate and record our conversation. I was very impressed with the quality of support I was given.
Very good	
Very good	Very professional and supportive practice
Very good	Efficient, kind, active
Very good	The appointment was on time and the doctor was helpful
Very good	Great as usual, nurse and in house pharmacy very helpful. Reception also very helpful
Very good	Made me feel at ease
Very good	Quick and to the point
Very good	Information was delivered
Very good	
Good	
Very good	
Very good	Very helpful doctor.
Very good	
Very good	
Very good	Pharmacist friendly polite answered all my concerns happy person here
Very good	
Very good	Dr Jomon was very thorough with his assessment which resulted in a hospital visit. The DVT specialist agreed that all symptoms indicated a DVT was probably in situ. I was impressed with his caring attitude & his communication skills, which results in a confidence in the doctor.
Very good	The doctor was very thorough and helpful. He also explained why I was in need of more medication and referred me to another department for observation of my sleep apnea.
Very good	My Doctor is actually really listening to me and helping me
Very good	
Very good	
Very good	Dr Chawdhery is by far the best GP I've ever had in London. She listens properly, asks the right type of questions, is empathetic and solution-focused.
Very good	The doctor listened to me and decided to do tests before reaching any conclusions.
Good	I had a long wait for my appt or I would give 5, but very good attention to my symptoms from the doctor.
Very good	
Very good	I was seen promptly; the doctor took time to listen and explain. I left feeling confident about what should be done to resolve the issues
Very good	
Good	It was efficient and informative
Very good	I love this surgery. All of the doctors are knowledgeable, caring and professional. Appointments run on time, and I can always get a same day appointment for my 2 year old daughter.

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Neither good nor poor	
Very Good	
Very Good	I initially used the NHS app but made a further appointment in person - staff very friendly and helpful.
Very Good	If there is urgency then staff do everything possible to prioritise appointments and need not wait for weeks.
Good	Easy to book, friendly staff, and efficient service.
Very Good	The reception team are always extremely helpful, flexible and I have never had a negative experience in terms of booking or indeed needing to change appointments
Very Good	Same day appointment
Very Good	
Very Good	So easy, so flexible
Good	
Very Good	The Receptionist was friendly, helpful and efficient.
Very Good	There is never a problem with making an appointment. Staff on front desk are always very polite and amicable.
Good	
Very Good	I got an appointment quickly
Very Good	Time and place was mutually agreed and the flexibility of giving me suitable appointment was impressive.
Very good	
Very good	
Very good	
Very good	Helpful receptionist
Very Good	Receptionist very helpful finding an appointment and organising a new appointment on the same day
Very Good	Got one straight away
Very Good	Plenty of appointments to choose from
Very Good	Receptionist is very professional
Very Good	
Very Good	
Very Good	
Very Good	Making an appearance was easy and I didn't have to wait too long.
Very Good	
Very Good	
Very Good	Just great
Very good	
Good	The practice nurse seen on the 5/3/26 her communication skills should have been better with the receptionist & myself. The receptionist had to ask me if she wanted me to see her again or a doctor. Hence 2 week wait to see the doctor again.
Very Good	Did it over the phone and a week later I had my appointment.
Good	Was easy to make an appointment
Very good	
Very good	
Very Good	Called practice and booked appointment v easily

Good	I didn't tick very good because I had the appointment 1.5 weeks later and would have preferred to have it earlier.
Very Good	Fitted me in within two days.
Very Good	
Very Good	The receptionist was courteous and engaging. I was pleasantly surprised to be offered an appointment within a few days.
Very Good	No long wait, excellent consultation with the Dr
Good	There was a scheduling mistake but was quickly resolved
Very Good	One phone call, first in queue

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

I had a Gastroenteritis problem and it took 10 days to book with Dr Rofo as he works only on Monday & Friday

Serve tea and biscuits!

"Nothing in specific with that s or past appointments.

One generic idea could be to enable waitlist in case any appointments gets cancelled, it notifies ppl on waiting. This can avoid mutual follow ups "

It can sometimes be challenging to get an appointment quickly. Perhaps increasing availability or offering more flexible booking options could help.

Keep up the great work.

Nothing.

Excellent see. Couldn't have asked for better staff and environment.

Nothing

Nothing

See above - very minor point - but when everyone else has excellent communication skills, this stood out for all the wrong reasons.

I don't think there is anything that could have been done better.

Sooner availability.

Nothing because I trust my long wait was because the doctor gave the same attention to previous patients as he did to me

Continue with the brilliant service

Absolutely perfect

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.