


NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: April 2026

Survey Results

Overall:  **98%**  **0%**  **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	33	8	1	0	0	0	42
Total % (rounded)	79	19	2	0	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	30	9	3	0	0	0	42
Total % (rounded)	71	21	7	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?
Good	Pleasant Doctor not that I would see him again.
Very good	The doctor was extremely helpful
Very good	Caring and attention to details
Neither good nor poor	Booked in for my app it said everything on time but was over hour late they forgot
Very good	"Looked after extremely well by Dr Lim. Very professional and knowledgeable doctor. I am fully satisfied with his care ."
Very good	All my questions and needs are answered
Very good	The receptionist and Dr were very welcoming
Very good	Very friendly and accommodating receptionist and nurse
Very good	I was seen same day and excellent advice
Very good	Both Doc and Nurse very good both explained what they were going to do and what was wrong in very little time
Very good	Dr White was kind and thoughtful
Very good	Was seen on time, good advice
Very good	Nurse Ijeoma was lovely, very professional and was incredibly knowledgeable. She made me feel comfortable and safe which was very helpful as it was my first cervical exam. Thank you nurse!! (smiley face)
Good	Very happy with the GP but only scoring a 'Good' because of the delay in getting the phone appointment.
Very good	The doctor listened to what I was saying to her.

Good	Waited a bit to be seen
Very good	The Dr was very caring
Good	The doctor I saw was very kind, empathetic, listened and helped me.
Very good	Because I was well attended to
Good	Was attended to promptly and given adequate time to relay my concerns
Very good	I am satisfied. Thanks for help my health enquiry.
Good	Efficient and was able to ask a number of questions
Very good	Very knowledgeable GP
Very good	
Very good	My doctor is actually listening to me, he's really helping me.
Very good	Despite the fact that I had to wait for an hour or so, the service delivery and outcome was very good
Very good	
Very good	Great GP surgery, they fitted my IUD without much pain
Very good	It was on time and the doctor was polite and efficient
Very good	Doctor took time to address different unrelated issues.
Very good	The doctor was completely helpful in providing me with proactive care for my conditions and prescribing appropriate treatment, as well as discussing a plan of action if needed.
Good	
Very good	My doctor is absolutely amazing.
Very good	All the Doctors and the receptionist are good.They are helpful and kind
Good	Moved on from a previous surgery in the area. Been with 360 surgery for over a month and have a several appointments already for me and my children. Professionals, happy to help and listen
Very good	Quick response quick treatment and friendly people
Very good	Doctor listened and was thorough.
Very good	Doctor was great- really helpful and efficient
Very good	
Very good	
Very good	Questions were answered.
Very good	Friendly staff, GP happy to cater for my disability, listened to my problem and treated me accordingly.

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Good	Unnecessary follow ups I would not waste time making appointments that I don't think is necessary
Very Good	It was very easy to book using the app
Very Good	Had an option of face-to-face consultation or telephone conversation. Able to get appointment without difficulties or delays
Very Good	Because if I was late I would not of been seen
Very Good	See above
Very Good	It is very easy online or on the phone.
Good	
Very Good	I had to reschedule at short notice due to my child being ill an I was able to do that
Very Good	Kind and friendly receptionist
Very Good	Because that's what happened

Very Good	Quick and easy
Very Good	Even though I could only get an appt 1.5 weeks after I wanted it, it was changed to face to face on the day which was very good
Very Good	
Neither good nor poor	The symptoms that prompted the appointment for was worrying for me but the earliest telephone appointment available was 3 weeks from the time.
Very Good	It was OK
Very Good	Doctor made my appointment
Very Good	I was very happy with the Dr
Good	You have to book quite far in advance; the team are very helpful though
Very Good	Because I was well attended to
Good	
Very Good	
Very Good	
Neither good nor poor	Low availability and fairly long wait for this particular doctor
Very Good	
Good	It was easy to make an appointment
Very Good	I needed an urgent support and help with an important issue
Very Good	
Very Good	Easy to call and make appointments
Neither good nor poor	The first appointment I made on the app at the request of the doctor was cancelled as doctor unavailable. When I tried to make one by email I couldn't. I had wait until I returned from abroad to phone. Then an appointment was made for exactly the same day and time as the original cancelled one 🙏
Good	They still accept booking on the phone.
Good	Although my appointment was cancelled without me requesting that, I was given an alternative appointment with very little delay that I was able to attend.
Good	
Very Good	Was super easy to make an appointment
Very Good	
Good	Easy and straight forward
Very Good	The staff were friendly and considerate
Very Good	Didn't have any issues booking the appointment.
Very Good	
Very Good	
Very Good	Professional Service.
Very Good	Date was offered and because it was 3 weeks away, I was told I could ring for a cancellation, if available

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

I am an asthmatic so I would be concerned about treating my symptoms rather than sending me for an x ray.

Don't forget to see why I was still waiting for my appointment when people were being seen when their appointment time was after mine

Improve the ambience a bit better.

Waiting room can be modern with some colourful painting

Take the stress away

Nothing

Not to be saying it's about time I use the phone for making appointments I have tried
Nothing, very happy here
Instead of 10 minutes to talk to a doctor is not enough, I did not have enough time to tell the doctor about my medical needs <i>Response: We regret that this is the norm per appointment for each problem</i>
Be seen on time
Nothing on this occasion, Dr Chawdhery was kind and caring and it was great to see her imparting her skills to the trainee GP that was observing.
Working with time
Introduce themselves and conclude session a bit better. Wasn't sure if it was finished so just excused myself and said thank you. Maybe a conclusion and clear end point
Everything was good
No, it's a great place
See above. Why couldn't I make one on the app? <i>Response: You can usually but it may not allow you to do so if abroad</i>
Not sure
Don't assume appointments are to be cancelled - even if the patient has made an emergency appointment - without first confirming this with the patient. <i>Response: We don't assume unless it is an inappropriate booking</i>
The NHS website was very unhelpful - only showed one GP's availability <i>Response: This may have been the case only where there was no other availability.</i>
Everything is good
So far so good

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.