

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: May 2026

Survey Results

Overall: 👍 94% 👎 4% 👉 2%

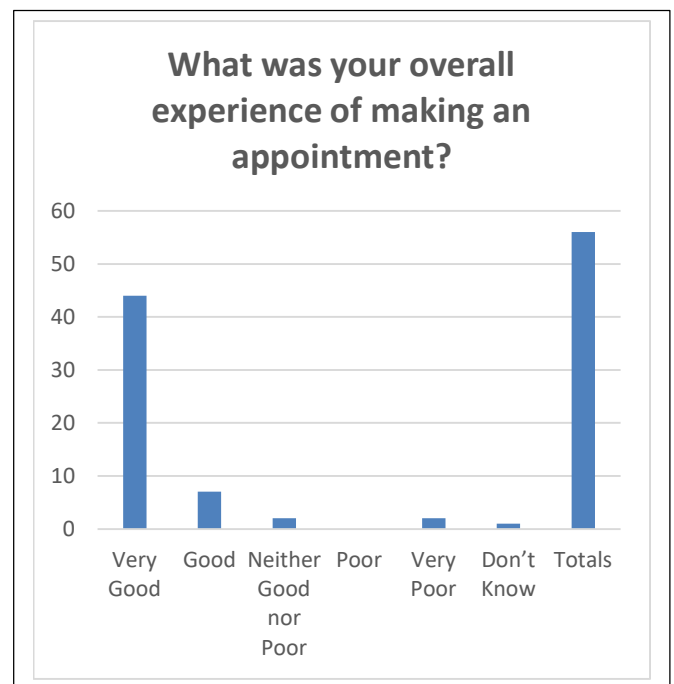
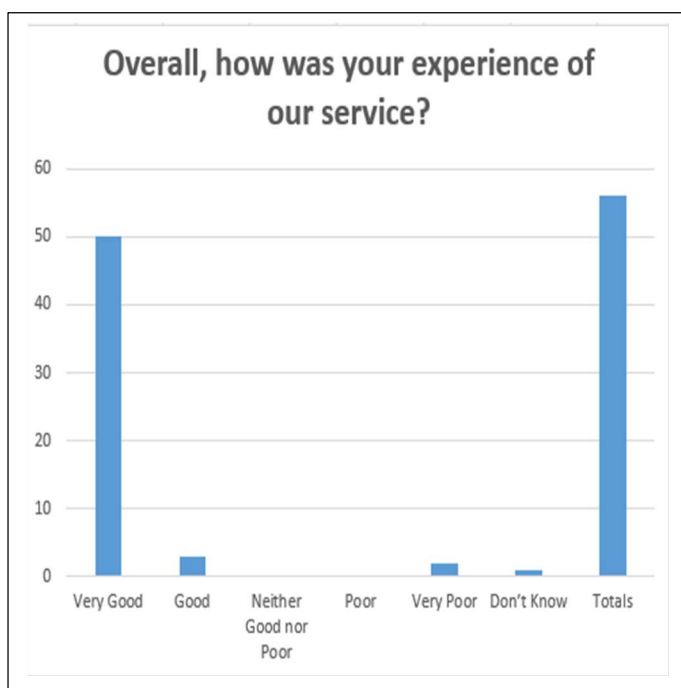
Report Summary

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	50	3	0	0	2	1	56
Total % (rounded)	89	5	0	0	4	2	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	44	7	2	0	2	1	56
Total % (rounded)	79	13	4	0	4	2	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	Friendly staff, GP happy to cater for my disability, listened to my problem and treated me accordingly.
Very good	Always good service
Don't know	Idk
Very poor	I did not see the doctor that day. He was busy with other matters and I could not wait. My appointment was at 11.10 a.m. I wait for 15 minutes and then I left. I spoke with the reception; really nice lady and I explained to her why I was leaving. Practice Response: We regret your experience but sometimes delays inevitably happen due to more complex patients who may need more time
Very good	It's a GP I'm familiar with who already knows us. This is helpful
Very good	Dr Lim is brilliant - always reassuring and great with kids
Very good	
Very good	Not one thing. Everything really.
Good	I'm comfortable with the GP who saw me. He is always very helpful and explains his medical reasoning clearly.
Very good	Great communication. On time. Good staff.
Very good	I had a couple of things to talk / show Dr Mahreen. She dealt with them in her usual professional and knowledgeable way. Pointing out tips for the first and forwarding to a specialist for the 2nd. She also set to two appointments with the nurse for my COPD and something else.
Very good	Everyone was very helpful

Very good	Didn't have to wait , they made sure that I could access the room easily
Very good	I have given the necessary information
Very good	Always great service
Good	Dr was helpful n understanding of my painful situation
Very good	
Very good	We were attended as early as possible
Very good	
Very good	Very polite
Very good	Very speedy response to online consult, option of phone or in person appointment. Reassuring doctor.
Very good	Staff and Dr Roff all polite and professional
Very good	
Very good	All questions were raised were answered nicely and a follow up was given.
Very good	Properly examined and referred
Very good	That's what i experienced
Very good	Excellent service great. from the 306 medical team. Thank you.
Very good	Friendly helpful, listened to.
Very good	Friendly, helpful, listened to.
Very good	Good discussion with Dr and nyrse agreed next steps
Very good	Appointment was good on time and Dr was very helpful
Very good	
Very good	I went to GP with trepidation because each time they say you can only mention one problem at a time but since that one problem is connected to other problems, they wouldn't let me explain. This time, I asked him to send me to physical therapy and also to recheck all my vitamin levels, which were showing negative results since two months after my surgery. Mr. Abi patiently listened with kindness, which made me very happy. I felt so relieved after seeing his smiling face, I can't even describe it. I've had three surgeries in 3 years and as a disabled person, I don't want to go frequently, but if I go all at once, I can't get anything done, and if I have frequent appointments, it's both a hassle for me and I face negative reactions from the doctor
Very good	All my questions were answered, a full explanation of my condition was given as well as a treatment plan to continue to use was offered.
Very good	Test results clearly explained. Advice given on what to do to maintain good health considering the outcome of my test results.
Very good	
Very good	Good choice of appointment times, seen promptly, good discussion with the pharmacist for my review
Very good	Everyone is polite and friendly
Very good	I have always had a very positive experience at the surgery. The Dr was thoughtful, empathetic and respectful.
Good	
Very good	Dr Chawdery is by far the best doctor I've met. She is attention to detail and offered to do an MOT on me and ask me to come back to guide me through next steps.
Very good	My doctor is really good.!
Very good	Excellent service.
Very good	Very knowledgeable and competent doctor
Very poor	I've submitted a formal complaint
Very good	
Very good	

Very good	I didn't have to wait for long and my issues were addressed
Very good	The service was efficient, professional, and well organised. Staff were polite, helpful, and communicated clearly throughout the process, which made the experience smooth and reassuring.
Very good	Nurse who gave Raph his vaccinations was lovely, knowledgeable and efficient!
Very good	The GP was friendly and helpful.
Very good	
Very good	I had a short list of topics and was listened to carefully and then given full and perfectly adequate answers, broadening my understanding and reassuring me completely
Very good	Kind nurse made kids jabs easier
Very good	Thorough professional
Very good	I could book my appointment easily with the doctor if my choice. My appointment with Dr Chawdhery was extremely helpful, as always. She is an excellent doctor.

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Very Good	Date was offered and because it was 3 weeks away I was told I could ring for a cancellation, if available
Very Good	Easy and helpful
Don't know	Idk
Very Good	My appointment was adjusted to my requirements.
Very Good	The man on the phone is really happy to help
Very Good	The surgery always gives quick appointments for kids - I really appreciate that!
Very Good	Seen next day and dealt with well
Very Good	Simple, quick, helpful.
Very Good	The receptionist was able to give me an appointment within the same week.
Good	
Good	I had to wait for the appointment longer than expected.
Very Good	No problems
Good	It was about my recent bone density x-ray.
Very Good	
Very Good	Easy
Very Good	Receptionist was very helpful for me getting my needed appointment
Good	
Very Good	We were attended promptly
Very Good	
Very Good	Was easy to get an appointment
Very Good	
Very Good	From first call making appointment to appointment all good
Very Good	Excellent customer service great team.
Very Good	It was well explained and understood.
Very Good	Always helpful and positive staff
Very Good	
Very Good	Fantastic service.
Very Good	
Very Good	
Very Good	

Very Good	Staff were efficient and helpful found an appointment for me
Very good	
Very Good	Like everyone else, I make appointments by phone and go to my appointment whenever it's scheduled, but I find it incredibly respectful that doctors come downstairs to examine me because of my walking disability.
Very Good	A like for like appointment was offered when I had to cancel my appointment.
Very Good	Easy to re-book appointment. Had an issue with the one I booked via the NHS app.
Very Good	
Very Good	Easy to make an appointment and good choice of available times
Very Good	The doctor approaches my health problem professionally
Very Good	As stated above it's a fantastic surgery, I hope the experience of the staff working their is as positive as those attending. If so can all the other GP services do whatever it is you do to make it work so well.
Good	
Very Good	Impressed by quality of attention and care
Good	Was super easy to make an appointment
Very Good	Excellent service for 306 great team. Fantastic professionals. Thank you 😊.
Good	A bit limited availability, other that that was very good
Very poor	As above.
Very Good	
Very Good	
Neither good nor poor	
Very Good	The appointment process was straightforward and easy to complete. I was able to find a suitable appointment without difficulty, and the instructions and communication were clear.
Neither good nor poor	The appointment was made for me
Very Good	Making the appointment was easy over the phone.
Very Good	
Very Good	
Very Good	
Very poor	I could not get an appointment for 2 weeks only got one through phoning about a messages
Very Good	Could easily book in advance with the GP Of my choice

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

Nothing the surgery is very helpful friendly and efficient this includes everyone drs nurses especially reception staff.

Doctors used to sit and listen to us, but for a long time now they've only been busy typing on computers. That bothers me when you're talking, it makes me feel bad. Also, I really don't like it when they get up and show you the door if you sit a little longer.

Practice Response: We regret that you feel this way. Due to the demands and time pressures within the service, clinicians must ensure that medical records are completed promptly to support safe and effective patient care, while also remaining mindful of other patients waiting to be seen. However, we appreciate your feedback and will reflect on your experience to help ensure patients feel listened to and supported during their appointments.

No things went and were fine.

Could have been referred for further investigations about the pain to the right side of my waist.

Nothing

Thank you

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.