

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: June 2026

Survey Results

Overall:  **93%**  **5%**  **2%**

Report Summary

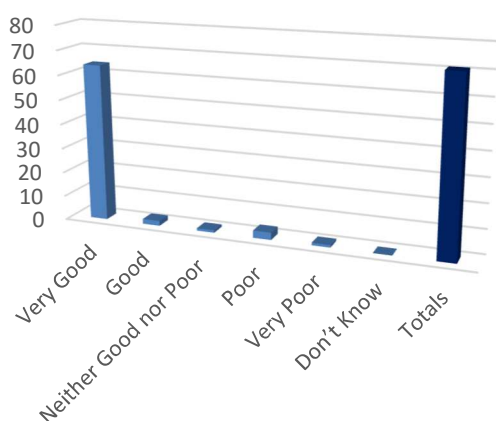
Overall, how was your experience of our service? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	64	2	1	3	1	0	71
Total % (rounded)	90	3	1	4	1	0	100

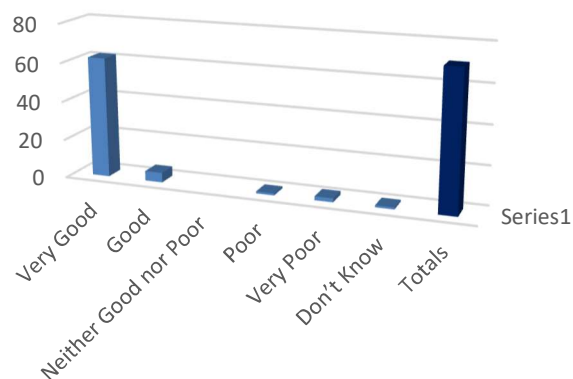
What was your overall experience of making an appointment? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	62	5	0	1	2	1	71
Total % (rounded)	87	7	0	1	3	1	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	Always is good
Very good	Everything was ok
Very good	Dr Daly is very kind, approachable and thorough
Very good	The trainee GP was excellent - I can't remember his name, but he was in room 9. So kind, very helpful and didn't make me feel rushed in any way. Best GP experience I've had in a long time!
Very good	I would like to provide feedback for the nurse Alison Otchere who looked after me during my post op convalescence on weekly basis. She was nothing but kind, efficient and professional. Due to location of my wound I felt shy and reluctant - she made me feel at ease, took extra care when replacing the dressing, went extra mile, when appropriate plasters were not available and overall ensured I felt safe, listened and looked after. Despite my cancer journey not being the easiest, she ensured every time that I have what is needed. She is an incredible asset to the team and I just want to ensure she gets a shout out, because 1000% she deserves it. If you are not the right person, please direct me to whom or where I can provide my feedback, to ensure Alison hard work is being acknowledged
Very good	Made appointment easily, no waiting, Friendly engaging doctor Examination was thorough for the time we had.
Very good	The doctor was asking relevant questions.
Very good	Thorough
Very good	The Doctor who saw me was very good indeed. He was very polite and welcoming. And he through very well indeed with my condition. I was very much impressed with him. A very good person and doctor.

Very good	The doctor I saw gave me lots of time and consideration, he was on time and the staff at the reception were friendly
Very good	The doctor was friendly, helpful listened carefully and explained the next steps clearly.
Very good	Prompt appointment, v good advice
Very good	Professional / concise advise given and solution regarding next steps provided for managing issue - very happy with outcome of visit.
Very good	Every member of staff(gps,nurses,reception staff etc),that I have come into contact with are all such lovely helpful people. Cannot praise this practice enough!
Very good	Got apt quickly and seen very promptly. Problem dealt with very well
Very good	I have been registered with this GP for 15 years for a long time. One doctor has taken the time to listen to me. Explain my problems and help me understand them thank you.
Very good	Very attentive GP, answered all my questions and got my medication sorted promptly.
Poor	Each time I come in I have to explain the same thing again as I see a different person. I can't seem to get consistent care, detailed notes aren't kept, or consistent access to medication. This impacts my life. Practice Response: We are sorry to hear about your experience. We maintain detailed contemporaneous medical records to ensure that information from each consultation is documented and available to all clinicians involved in your care. We do recognise the importance of continuity of care. While we cannot always guarantee the same clinician for every appointment, you are welcome to request a preferred clinician when booking, and we will do our best to accommodate this where possible.
Very good	Very good and I'm happy
Very good	Good communication skills, thorough medical assessment, good listening and empathetic manner. Helpful and prompt in referring to other care givers .
Very good	The GP arrived at a considered diagnosis based not only on the symptoms presented . He used differential diagnostic techniques, by asking a broad scope of questions and arriving at a conclusion. Informative, holistic, great patient care.
Very good	Dr Chawdhery was very thorough when reviewing my results from Kings. I was given clear advice as to how I have to manage my future self-treatment.
Very good	Very competent doctor
Very good	Helpful, informative and excellent service all round.
Very good	I saw a young Doctor called Matthew who promised to contact me .
Very good	Dr Katy Daly is brilliant, thorough and warm, really listens
Very good	Kind friendly informative
Very poor	I think that it's unprofessional and enraging approaching a d speaking with your receptionists as they were quite curt and rude.
Very good	Never a problem. Staff always helpful
Very good	Doctor was supportive and listened.
Very good	Caring professional
Good	Receptionist was helpful. Lisa Atkinson was very helpful.
Good	The doctor was brisk and efficient
Very good	The experience was good
Very good	My doctor is really really good.!
Very good	I am very pleased with the service i received
Very good	Both receptionist and doctor were lovely
Very good	Very good doctor
Very good	It's felt like my extended family. From making the appointments to see the doctors is a friendly process
Very good	
Very good	I was given time for the detailed examination by Dr Abiman Ravishankar.

Very good	The medical staff and reception staff are excellent.
Very good	Dr Lim is excellent - always reassuring, calm and helpful especially when in relation to my kids appointments. He never makes me feel rushed and answers all questions.
Very good	Thorough in-depth answers to questions
Very good	
Very good	Because the staff and the Doctors come across like they care. So, unlike other surgeries in the area
Very good	Compassionate care, friend staff. Easy to book an appointment and get update via the NHS app
Very good	The doctor was friendly, thorough and effective
Very good	I was listened to by the staff
Very good	Doctor was thorough and helpful and professional
Very good	The doctor was very nice and informative and a pleasure to talk to. The nurse was also kind and helpful.
Very good	Dr Daly was kind, informative and listened to me during the appointment. I appreciated her knowledge and advice and felt that I'd left feeling supported.
Very good	The doctor was very careful and explained to me everything
Very good	Reception staff were friendly and helpful, dr was attentive, had reviewed relevant history in advance
Very good	Always attentive and helpful, great reception team and GPs!
Poor	All I got from the appt was I should go and buy Beconase spray £10.48 at Asda and give it a try and a potential chest x-ray. Very bad night coughing after taking Night Nurse again. Practice Response: We are sorry to hear that the outcome of your appointment did not meet your expectations. The advice provided during your consultation was clinically appropriate based on the information available at the time.
Very good	The service and care to me as a patient is absolutely excellent.
Poor	GP was good, but the receptionist was not.
Very good	Everyone is brilliant in this surgery. 🙌 At the moment with my currant health issue i am getting excellent care and treatment from Dr Yee Jun Lim. Thank you
Very good	Allison is friendly, efficient but doesn't make appointments feel rushed
Very good	Appointment on time, GP was nice and helpful
Very good	Seen earlier than scheduled time. Doctor helpful, friendly and resolved my issue efficiently
Very good	I spoke to an excellent receptionist on the morning, he said I'll get you an appointment, I think he could tell I was a little bit anxious
Very good	Ease of everything, just perfect
Very good	The doctor I had was so good, he asked lots of questions and seemed really wanting to help and do a good job.
Very good	Always had a good experience
Very good	Considered a wide range of issues and the impact of their interactions.
Very good	Was seen by dr Chawdhery and a nurse. Was explained everything about the procedure and made to feel assured.
Very good	The doctor was pleasant and listened. He was professional
Neither good nor poor	I was prescribed Atorvastatin. According to the Package Leaflet, it is antagonistic toward Amlodipine. Amlodipine is the only Hypertension treatment that I found that works well for me with no apparent side effects. Also, I don't believe I have a muscle wasting disease, but I do have chronic back pain. So, I would ask if there is an alternative Statin which is more benign toward my conditions. Practice Response: You can book a routine GP appointment to discuss this if it helps.
Very good	Seen on time, helpful doctor and lovely staff as always

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Very Good	Good
Very Good	The same doctor I have known for ages helps
Very Good	Available appointments and app system
Very Good	
Very Good	
Very Good	Engaging doctor asking genuinely and taking g care during physical examination
Very Good	
Very poor	Could not get appointment
Very Good	I was most impressed.and satisfied.
Very Good	It was easy to make and not too long a wait
Very Good	Very accommodating to our child so that he did not miss school
Very Good	Easy to book via the app, easy to pick up blood test results via the app. Keep going with this digitisation it should ease strains on the NHS over time
Very Good	An appointment was automatically scheduled and confirmed via the reception team following hospital visit
Very Good	No problem with getting an appointment.
Very Good	Used nhs app. V easy
Very Good	Dr Abi
Very Good	Easy enough to book an appointment over the phone.
Very Good	
Very Good	All good
Very Good	Very happy that all concerns addressed.
Very Good	I gained an appointment on the same day
Very Good	
Good	More availability would be helpful
Very Good	Telephone call was answered quickly and I was able to get a quick appointment - stress free service .
Very Good	Doctor Matthew kept to his word by ringing me about a referral letter
Very Good	It's easy to make appointments
Very Good	I needed it to be changed last min from face to face to telephone and that was fine to do
Poor	Cos I believe that u folks don't allow mitigating circumstances.
Very Good	Staff are always doing their best to accommodate appointments. Excellent service.
Very Good	
Very poor	Can not get appointment easily
Very Good	
Good	It was fine. I booked by phone
Good	Was easy to make an appointment
Very Good	Was easy to make an appointment
Very Good	
Very Good	Receptionist is lovely
Good	More availability would be helpful
Very Good	Simple because it is
Very good	
Very Good	Satisfied

Very Good	I like that I can phone and get an appointment.
Very Good	Reception staff were great at finding my child an appointment at short notice - they are always good at doing this for kids
Very Good	Booked easily
Very Good	
Very Good	Easily accessible
Very Good	Very easy via the ap
Very Good	
Very Good	I was in a lot of pain, and explaining to the staff i felt that she cared
Very Good	Receptionist was friendly and accommodating
Very Good	Receptionist is always efficient and helpful.
Very Good	Receptionist was quick, efficient and very polite.
Very Good	He read alk my history before taking action
	I would *love* to be able to book a f2f appointment online otherwise it would have been very good. Practice Response: Thank you for your feedback. We are happy to see patients in line with their preferences where possible. However, due to the practical limitations of our online booking system, we are only able to offer one appointment type per booking pathway to maintain a clear and manageable clinical diary. Generally, GP appointments are offered as telephone consultations, while nurse appointments are offered as face-to-face consultations. If you feel that a different appointment type would be more appropriate after booking, please contact reception and we will convert this where appropriate.
Good	
Very Good	Short queue
Very Good	Reception was very helpful.
Very Good	The attention to each detail is superb
	Generally good, but as I have ongoing issues these are not being dealt with very well at all. Especially by the reception staff. Appointments with GP are fine, however. Practice Response: We are sorry to hear that you feel your ongoing issues have not always been managed as well as expected. Our reception team work with the information available to them at the time of contact and will act accordingly. We are pleased to note that your GP appointments have been satisfactory.
Don't know	
	When you are old you need more care, assurance and patience. This surgery is good in delivering that 😊
Very Good	We made follow up appointments during each appointment
Very Good	Reception was friendly and got me an appointment on the same day.
Very Good	Was given a choice of appts on same day
Very Good	I was so overwhelmed I got an appointment as I'd been suffering all week end
Very Good	Online
Very Good	It was easy
Very Good	Always get an appointment. No problem
Very Good	I was contacted I did not need to make the appointment.
Very Good	It was explained clearly why the appointment was going to be on the date it was.
Very Good	It was easy to book the appointment
	An appointment was requested by 306, following a recent blood test, which I really appreciate.
Very Good	Very easy

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

All good

Appointments need to be longer because while you wait for an appointment about a condition, something else might come up!

Practice Response: Thank you for your feedback. We recognise that longer appointments can sometimes be helpful. Appointment lengths are set to balance individual needs with overall access for all patients, but patients can request a follow-up appointment if more time is needed.
Have more appointments available Practice Response: Thank you for your feedback. We recognise the importance of appointment availability. We are working within current resource constraints to provide as many appointments as possible while maintaining safe and effective care for all patients.
Appointment started 10 mins after allotted time
N/A - Extremely satisfied with the service provided
Nothing
Cant think of anything
We only had one contact per visit which we couldn't do before, and we were constantly making appointments which was difficult for elderly people like us and we were unnecessarily bothering the GP Practice Response: Thank you for your feedback. Please do not feel this way — you are not bothering us by contacting the practice when you need to see a GP. We are here to help and support all patients with their healthcare needs.
I'm just fed up. Will be looking to change surgeries. Practice Response: We are sorry to hear that you are considering leaving the practice. If you do choose to register elsewhere, we would like to thank you for your feedback and wish you all the best for the future.
Nothing
Nothing
It was an overall positive experience coupled with after care advice. I was very satisfied with the appointment.
Nothing - excellent service provided already.
He also came down to see me as I'm unable to climb the stairs .Nothing could have done better
There are a few, listen more 2 patients especially mentally ill patients like me. My vulnerability and anxiety issues should allow your receptionists 2 be so accommodating. Practice Response: Thank you for your feedback. We are sorry to hear about your experience. Our reception team will always aim to be helpful and supportive, but they may not always be aware of individual clinical circumstances. Please be assured that we do our best to assist all patients, including those who may feel anxious or vulnerable.
Nothing
Free up 111 slots Practice Response: Thank you for your feedback. Patients can contact the practice directly to book appointments where appropriate. NHS 111 is a separate urgent care service, which patients may choose to access independently. However, on occasion we may also direct patients to NHS 111 if their condition is not clinically urgent but they feel they cannot wait for a routine appointment. We are unable to influence overall use of NHS 111.
Give more money to the NHS ! Less automation, and delete forever the 111 (dis)service !!!
I understand why you need to keep appointments at ten minutes, but it was hard to discuss related symptoms in the time available Practice Response: Thank you for your feedback. We recognise that longer appointments can sometimes be helpful. Appointment lengths are set to balance individual needs with overall access for all patients, but patients can request a follow-up appointment if more time is needed.
Wait times Practice Response: Thank you for your feedback. Our waiting times compare favourably with local and national data, and patients generally commend us for appointment availability. However, like all NHS services, we are working within ongoing financial and resource pressures. We continue to do our best to maintain good access to care for our patients.
Nothing - I am normally critical of many NHS services, but I cannot fault this service. I know the GPs - they remember me. It is all you want in a GP service.
Nothing - thanks so much for your support!
Can't think of a thing-overall this team in the surgery are doing an excellent job and I feel at ease and confident while visiting

I waited for 20 minutes beyond my appointment time – it wasn't a problem, but if you want to know what could be better that's it!
Practice Response: Thank you for your feedback. We are sorry that you experienced a wait beyond your appointment time. While we aim to run to time, delays are not always within our control as some consultations may take longer depending on clinical need. We appreciate your understanding.
I was given an appointment for the next day which was fantastic
More continuity of care - would be great to see same GP each time but do recognise pressures of current case load make this difficult to achieve
Practice Response: We recognise the importance of continuity of care. While we cannot always guarantee the same clinician, you are welcome to request a preferred clinician when booking and we will do our best to accommodate this where possible.
It was all very good.
Not for this appointment!
More doctor like him
Magically cure my mystery illness?! (Jestfully) I would not hesitate to recommend the practice to anybody; I have only ever had positive experiences. Thank you.
Practice Response: Thank you for your feedback and kind words. We are pleased to hear you have had positive experiences with the practice. While we may not be able to work magic , we will always do our best to help and support you with your care.
No this practice is a great example of how a primary care practice should be
This was my second GP appt after calling 111 on weekend and getting Fexofenadine, to no effect. I still do not know what to do to sleep. I would have saved £10.48 by not bothering with this appt. Very frustrated.
Practice Response: Thank you for your feedback. We are sorry to hear that your symptoms are ongoing and that you are feeling frustrated. Treatment responses can vary between individuals, and it may take time to find the most effective option. It is usually advised that you contact the practice if your symptoms are not improving or if you remain concerned, so that we can review and advise accordingly. Please note that the Friends and Family Test is designed for feedback on care received and, as responses are anonymous, we are not able to identify patients or follow up individual clinical concerns through this route.
Nothing it is always perfect in each detail
Ensure reception staff know how to do follow up appointments and know what the GP has agreed with the patient. A bit of courtesy and understanding would be nice as well. I usually have a good experience but just not this time :(
Practice Response: We are sorry to hear that your recent experience did not fully meet your expectations, although we are pleased to note that you usually have a positive experience with the practice. Reception staff may not always have access to detailed clinical plans or prior clinical discussions, and they act on the information and instructions recorded by clinicians to ensure appropriate patient care. Staff usually aim to be courteous and understanding, and we are sorry that this was not your experience on this occasion. We appreciate your comments, which will be taken into account.
Keep thing as they are for people who are not good in using computer
N/a
This practice goes far and beyond all expectations. The doctor who I saw is a lovely doctor who patients like to see when their unwell
For face-to-face open diary earlier for patients who know they need review to be organised with personal scheduling
Absolutely nothing. It was a great experience considering it was a coil removal and replacement.
Nothing
Invest in air con
Practice Response: We recognise the importance of a comfortable environment for patients. However, like all NHS services, we are working within significant financial and resource pressures, and our priority is maintaining patient access to care and supporting our clinical services. We appreciate your suggestion.

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.