

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: July 2026

Survey Results

Overall:  **98%**  **0%**  **2%**

Report Summary

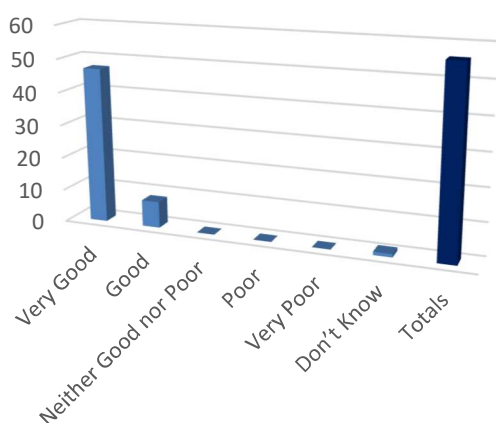
Overall, how was your experience of our service? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	47	8	0	0	0	1	56
Total % (rounded)	84	14	0	0	0	2	100

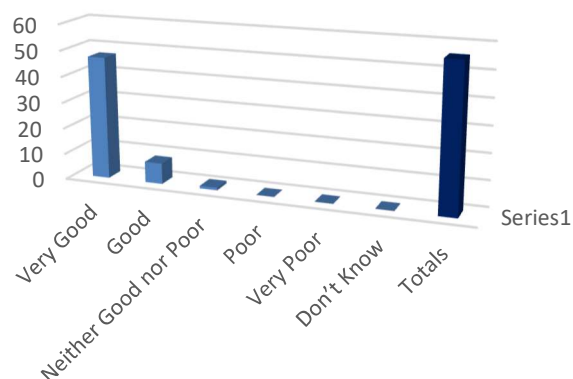
What was your overall experience of making an appointment? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	47	8	1	0	0	0	56
Total % (rounded)	84	14	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	
Very good	Patient knowledgeable and exercised high quality professional judgement in asking for a second set of readings
Very good	Always help
Good	The doctor was thorough, but the wait was long - 40 min
Very good	"Because the doctor listen to me well and make some valid suggestions- he took time and seemed to general care
Very good	Dr was very attentive he check mole thoroughly and explained everything very well
Very good	I was seen on time, easy to make an appointment.
Very good	Dr Rofo was excellent
Very good	Always happy with Dr Lim and the pharmacist
Very good	Dr was very understanding
Very good	Was able to have my daughter's issue resolved promptly
Very good	I was contacted by my GP and was asked to attend the practice. I was seen on time.
Very good	I was seen on time, questions I have had, I got them answered, felt listened to
Very good	Competent doctor and good advice
Very good	The doctor listened to my symptoms and needs with patience and understanding. She explained all the available options to me and I felt it was a very thorough and personable experience.
Very good	always good
Very good	Dr Ravishanker was extremely thorough, and I don't feel rushed at all. He even called back later that day to confirm the next steps for the issues we were discussing.

Very good	This surgery is exceptional. Every member of staff truly cares. Reception staff are so helpful and friendly, the doctors and nurses are compassionate, knowledgeable and truly listen to you.
Good	Good review of test results
Very good	
Good	Appointment was 40mins late. But very efficient once it was my turn
Good	The dr listened to my issue and gave a number of options with explanations.
Very good	I had an appointment, a blood test and got the test results and a call for Dr Lim, who had already contacted a specialist and arrange onward referral, on the same day. Its clear Dr Lim went out of his way to make that happen. Truly excellent care.
Very good	From calling reception to leaving the surgery, we had the most outstanding experience.
Very good	The appointment was initiated by GP, I was seen on time and treated courteously giving me time to put all my questions.
Very good	"Clear explanation of why my referral was rejected. An alternative treatment approach was adopted. Prescription ordered, started and await the next blood test and consultation. Very important to have a face to face consultation.
Very good	I always receive the service and advise I seek.
Very good	Dr Ravi was very thorough and didn't rush through at all
Very good	I am always treated so well by all the Dr and her staff
Very good	Because my GP was caring and explained, everything properly to me
Very good	"My appointments are always on time and the G.P is always very thorough."
Very good	I am listened too by my GP Dr Chawdhery. She is clear and precise about the medical advice she gives and works with me for the best health results.
Good	
Very good	Really quick appointment and very professional
Very good	Wonderful informative lady. Very helpful and polite.
Very good	The doctor explained my blood result and acted on the result. I had a query about my hear and he managed to give me an appointment the next day to have my hearing checked and advised accordingly. Very pleasant and approachable doctor.
Good	Everyone was pleasant
Very good	Great staff and surgery
Very good	It was very helpful and everything explained really well looked after me thoroughly thank you
Very good	I was seen on time and the doctors was great
Very good	Appointment was on time and Dr Daly was very thorough and helpful
Very good	I felt Megan really listened to me and truly wanted to help. She was also able to answer a few random questions. Brilliant introduction to 306 Medical Care.
Very good	From start to finish appointment was first class.
Good	Same day appointment. Dr explained his logic
Very good	Appointment was prompt and informative
Very good	Dr Daly was lovely helpful and listened to my questions.
Very good	Doctor listened and provided good advice
Very good	
Very good	Dr Lim listens very well and gives me the advice and medications best for my needs.
Very good	Dr Daly listened and was extremely helpful
Very good	Dr. Katy was excellent; I recommend her.
Very good	Highly proficient and professional doctor.
Very good	
Good	Wait time was a little long, waited over 20 minutes past my appointment time but other than that great doctor and staff.

Very good	I had two problems one being lack of information from a recent visit to the glaucoma clinic at the hospital regarding a change of eye drops. This was rectified and a thorough examination on a foot problem was diagnosed so treatment could be started. I did not feel rushed at all at this visit.
Don't know	The doctor was friendly and took great care and attention to explain everything to me. Have received great service and consistently good and effective treatment from knowledgeable and considerate staff. Highly recommended.

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Very Good	
Very Good	Took time to answer all my questions very good patient care
Very Good	Easy to get appointments
Very Good	Got an appointment quickly
Good	Because the receptionists are always very helpful and polite and I got the appointment after 1 week approx
Very Good	I sent photos in of mole after nurse appointment and the clinic messaged me offering a face to face appointment immediately
Very Good	Easy to make an appointment.
Very Good	
Very Good	All good
Very Good	Brilliant service
Very Good	I was able to address multiple concerns at once
Neither good nor poor	I didn't make the appointment. I was asked to attend.
Very Good	Was quite easy & quick to make an appointment
Very Good	All was easy
Very Good	As above
Very Good	I'm always treated very kindly
Very Good	I didn't have to wait too long on the phone or to get an appointment
Very Good	Can book online or if need an emergency appointment can get same day or next if I call.
Good	Straightforward
Very Good	
Very Good	Very easy, I phoned and the man on the phone was very polite and quick to book for me, he listened to requested time and accommodated me with no trouble at all
Very Good	The receptionist gave me good options and then managed to rearrange when I realised I had a clashed appointment (I gave plenty notice)
Very Good	
Very Good	The person I spoke to was so helpful and kind. I was a little bit stressed and they were empathetical and patient.
Very Good	Same as above.
Very Good	This is what I should expect communication for an appointment. Not ignoring it when a referral was rejected as experienced in another surgery.
Very Good	I was always seen on time.
Very Good	Didn't wait long for the phone to be answered
Very Good	
Very Good	They will very polite and get my appointment quickly.
Very Good	You never have to wait to long to see a doctor or get an appointment

Very Good	
Very Good	
Good	Got a same day appointment but on the phone for 20 mins waiting
Very Good	A personal call to book a review.
Very Good	I got an appointment the next day to see the doctor.
Good	I didn't have to wait too long for a date
Very Good	Quick and easy
Good	Just phoned up as requested by my gp and asked for an appt which I was given for 2 weeks later
Very Good	
Very Good	Managed to get an appointment fairly quickly which was very helpful
Very Good	Able to see Megan on time. Able to ask all my questions in the time allocated. Seemed to understand my journey and show empathy.
Very Good	Phoned in morning let reception know my problem and fitted me in face to face
Very Good	Same day and fast
Very Good	Done over the phone and in a relaxed manner
Very Good	Dr Daly was very informative regarding my health enquiry.
Good	As above
Very Good	
Very Good	
Good	Unfortunately, she is very popular and there was a longer wait for a routine appointment with her
Very Good	it was good
Very Good	Everyone concerned is always extremely helpful.
Very good	Competent and informative
Very Good	Easy to make appointment through NHS app and with different options
Very Good	
Good	The receptionist was friendly and helpful. Appointment was booked brilliant service.

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

Nothing it was really informative and helpful
Thanks Dr Rofo
Dr Mahreen is great, but for the last 3 times waiting was over 30 min, which is not ideal with a baby. If that could be reduced that would be great
Doctor could have read the latest forwarded letter on my record - to know what I was talking about-? but I appreciate that this takes time and they are often very busy
Great clinic
Nothing extra your practice could have done. Staff are professional and thorough in their work.
All good
Not really, I was seen by my senior GP and a thorough examination was carried out and the right decision was made with my consent.
nothing at the moment
Not applicable
Maybe a bit less rushed appointment, but I understand trying to make up time
Perhaps more advice on how the referral was going to be sent (as I wasn't sure where and when to expect this)
Nothing they could have done better.
Continue to perform, communicate with different NHS departments involving patient care and interpreting the findings.

I feel that the 306 Medical Centre is a very friendly and provides a high priority to its patients as I'm one of them.
Everything was perfect for me.
In my eyes and experience, nothing 5 Star
I have nothing to complain about.
I am very happy and didn't have to wait long to see the doctor. I was messaged to have my yearly blood check and the blood form and universal bottle was ready for me to pick them up.
Please the waiting time was too long before i was seen (it took half an hour)
Nothing really
Nothing comes to mind.

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.