

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Aug 2026

Survey Results

Overall:  **93%**  **0%**  **7%**

*The number of responses was lower than usual due to a technical issue

Report Summary

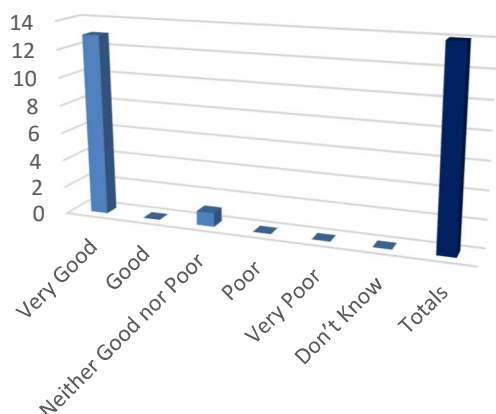
Overall, how was your experience of our service? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	13	0	1	0	0	0	14
Total % (rounded)	93	0	7	0	0	0	100

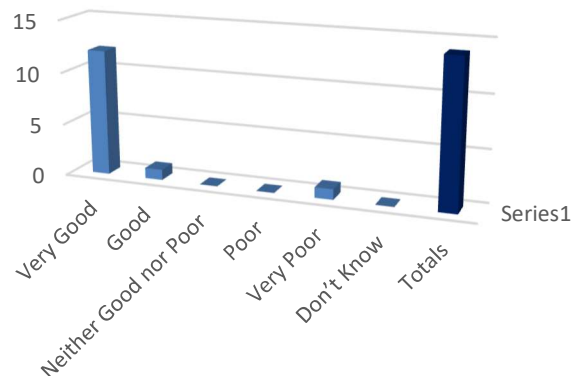
What was your overall experience of making an appointment? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	12	1	0	0	1	0	14
Total % (rounded)	86	7	0	0	7	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	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.
Very good	Dr Daly very thorough and answered my concerns with excellent advice and treatment. Staff in reception are always friendly helpful and professional.
Very good	The doctor listen to me
Very good	I felt Dr Lim was amazing. He explained that thankfully my Liver and Kidneys...BS etc. Are OK. However, there will be a lot of focus on my high cholesterol and weight lose. It made me truly think about my health. I am attending a stop smoking class soon. He kindly and with knowledge explained my health risks.
Very good	The doctor was very understanding. He had great listening skills and his words was very clear..
Very good	The appointment with the doctor was excellent and felt she really listened to me.
Very good	Was well looked after by the doctor.
Neither good nor poor	The doctor is great however our appointment was over 30 mins late. With a small baby that makes it tricky for naps and feeds and also keeping them entertained.
Very good	Staff were great from the reception to the doctor.
Very good	Dr Daly listened to me patiently and offered the best possible explanation as well as treatment options
Very good	Dr.Daly
Very good	
Very good	Good customer care
Very good	Dr Chawdhery always takes time to really understand what is going on. I feel like she really interrogates what I have come in for, looking at my medical history and explaining thoroughly

	the next steps. I feel safe in her hands, and she has rebuilt my trust in GP's and the NHS after a bad experience at my last surgery whilst I was going through the removal of a skin cancer. I feel very lucky to have such a good and empathetic GP.
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What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Good	The receptionist was friendly and helpful. Appointment was booked brilliant service.
Very Good	I chose to wait for an appointment with Dr Daly but was offered an earlier one with a different dr if I wished. Reception staff are always friendly helpful and efficient.
Very Good	Did not had to wait for too long
Very Good	Just very focused and helpful with respect.
Very Good	Every time I come to this GP doctors were who have gone and come over very understanding and had great listening skills.
Very poor	The female receptionist was incredibly rude to me on the phone, and it isn't the first time that I've had that experience. Response: We're sorry to hear that you felt you were treated rudely during your telephone call. We take concerns about the way patients are treated seriously. If you are able to provide some further details about the call, including the date and time if possible, we can look into your concerns with the team. We also appreciate the positive feedback we receive about our reception staff and are committed to ensuring that all patients are treated politely, courteously and with respect
Very Good	Doctor was concerned of my wellbeing and right medications given.
Very Good	Same day appointment available
Very Good	
Very Good	The ladies at reception are going exceptionally polite, pick up the phone promptly and are very courteous whenever I visit the surgery
Very Good	
Very Good	
Very Good	I felt comfortable discussing health issues with the doctor
Very Good	I have nothing to fault regarding making an appointment

Please tell us about anything that we could have done better.	
Give more time to explain my problem, was not enough time, I had more problem to tell him "he said my Time is finished " I asked him if u had three problem I has to book three different appointments? He said yes. To me that is waste of time.	
Practice Response: We understand your concern that having to book separate appointments for different problems may feel like a waste of your time. Each appointment is scheduled for 10 minutes, and we generally recommend one main concern per appointment so there is enough time to discuss it properly and provide appropriate care. We're sorry you felt rushed	
Nothing	
Perhaps hire people that have more joy with their job - if she hates it then she should get another job.	
Good service	
When running behind schedule it would be appreciated if you could let us know, we only live around the corner so could come closer to the time the dr will actually be able to see us.	
It would be good to ask before entering the room if a patient is ok with a GP trainee student can be present. I was fine but sometimes even if a patient doesn't want the student they might feel uncomfortable saying no in front of the student.	
Practice Response: A notice is displayed outside the consultation room, and patients are asked for their consent, with the opportunity to decline. As trainees are normally present as part of the clinical team, they are doctors undergoing further training and would understand if a patient preferred not to have them present. However, we	

understand your concern that some patients may feel uncomfortable declining in front of the trainee, and we appreciate you raising this point

Nothing really, everyone I come in contact with at the surgery is very sick polite and helpful

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.