

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Sept 2026

Survey Results

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

Report Summary

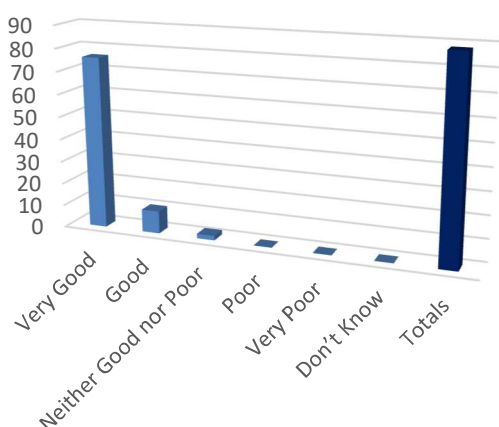
Overall, how was your experience of our service? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	76	10	2	0	0	0	88
Total % (rounded)	87	11	2	0	0	0	100

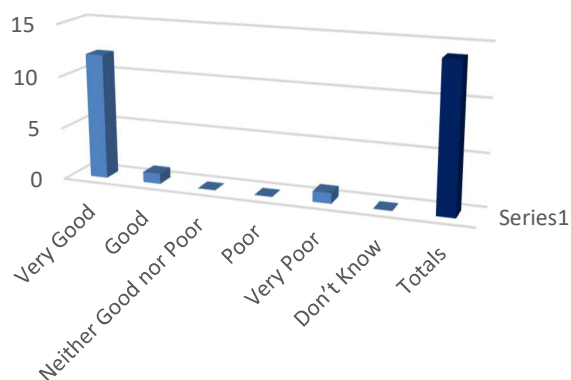
What was your overall experience of making an appointment? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	68	17	2	0	0	1	88
Total % (rounded)	78	19	2	0	0	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	Doctor Daly was attentive and helpful, i felt listened to and reassured.
Very good	Kind, professional and helpful.
Very good	Helpful diagnosis and willingness to follow through with in-person appointment. Listened to related concerns.
Very good	Friendly Patient Service
Very good	On time and efficiently handled
Very good	I was seen on time, and I was given plenty of time for my appointment - I didn't feel rushed. The doctor explained things fully and clearly and I felt reassured by his questions and examination .
Very good	Because it was all smooth procedure even saw me earlier than my appointment
Very good	Dr Daly listens carefully, treats me with respect and has treated me for numerous conditions. Ultimately, my health has improved under her care. Thank you!
Very good	The call was made to me by the GP at a convenient time and was very helpful
Very good	My appointment was brought forward. The Gp listened to my concerns and answered them.
Good	The phone appointment was in the time Specified and not rushed
Very good	Quick and professional service.
Very good	Prompt phone call. Well listened to. Clear explanations
Good	The nurse was calm gentle, and she explained to me what she was going to do
Good	
Very good	Very polite caring doctors
Very good	

Very good	Doctor was thorough and took time to go over my symptoms then called back to discuss a plan
Very good	Cox they are very helpful staff
Very good	Got an emergency appointment & had a thorough examination from the doctor who explained everything to me.
Very good	Smooth
Very good	Easy to get appointment on phone. Drs thorough and handed over from one to another to provide continuity in care.
Neither good nor poor	Didn't receive all details requested. Have to make another appointment
Very good	From booking appointment to seeing nurse 100% service
Very good	Always pleased with service from surgery
Very good	Fantastic professional service
Very good	I always got a good service.
Good	My appointment was just a few minutes late but that's OK, the nurse was pleasant calm and gentle
Very good	?
Very good	Very professional nurse made me feel calm
Good	
Very good	I was given the right information about myself and was pleased
Very good	Nurse was very friendly and gave my shingles in a calm professional manner
Very good	Nurse was very friendly and helpful
Good	Was a little helpful
Very good	My wellbeing taken care.
Very good	Excellent care and expertise as always, really supportive and patient centred
Very good	Good staff my question were answered
Good	
Very good	always very impressed with the care and I saw a lovely F2 doctor who had a lovely manner.
Very good	I felt that Dr Lim was asking me relevant appropriate questions and I had my mental health review.
Very good	No delay, excellent care from Doctor
Very good	Dr Daly is always very thorough and empathetic.
Very good	Quick, easy.
Very good	The Team are caring, patience and attentive Booking appointment was easy.
Very good	Staff was very nice and helpful, Dr Daly was very attentive and helped me get the referrals and plan I needed. She was so helpful in answering my million questions. Overall great experience with my GP
Very good	I think the GP asked relevant questions
Very good	Friendly and competent doctor and helpful and welcoming reception team
Very good	Dr. Rofo was extremely helpful and understanding.
Very good	
Very good	Never a problem getting appointments
Very good	Helpful receptionist on phone when making appointment and very thorough analysis by the GP
Very good	I've got a phone call back from my Doctors after calling 111. I've got seen on a day of the phone call dr Rolf took the stitches out that he didn't need to do as I had an appointment the following day but he could see that they was causing me problems and the receptionist helped me cancel the appointment that I had for the following day to have the stitches removed, it was very satisfaction

Very good	Because the answer is always immediate to any of my needs
Very good	Because all was fine
Very good	Prompt response and good advice. Very kind doctor
Good	Appointment very good, downgraded to just good because was 10-15 mins late.
Very good	Prompt and very efficient
Very good	Very professional I received a message about the appointment.
Very good	Dr Lim was excellent with all my concerns and that makes me happy
Very good	Dr Chawdhery is a good listener & made several useful suggestions / referrals.
Very good	Friendly, efficient, seen on time and very professional
Very good	Everything was good
Very good	
Very good	Receptionist and Nurse were very efficient
Very good	I was seen promptly and the vaccine administered without issues and all symptoms and side effects clearly explained.
Very good	Dr Daly listened to all my concerns and explained my blood results to me carefully.
Good	Because I was dealt with on time and everyone was polite.
Very good	Friendly polite and helpful.
Very good	The nurse was very patient and attentive to my needs; she listened and explained
Very good	On time, quick, personable staff
Very good	Helpful, supportive
Good	I got a good consultation.
Very good	The doctor was compassionate and understanding
Very good	Great advice from Dr Lim, he actually listened and responded and took the time explain things to me.
Very good	Dr Britto was excellent. Very professional; understanding, patient, and genuinely seemed interested in our discussions.
Very good	Frank, and explained issues very well
Very good	The Doctor was helpful and professional
Very good	
Very good	The nurse explained me the procedure and made me comfortable. It was quick and painless.
Very good	My GP listened to me.
Very good	Seen more or less on time. Clear diagnosis and action
Very good	Dr Chawdhery provided personalised continuity of care by listening carefully to my symptoms, reviewing medical history and taking action to resolve my problems
Very good	clear efficient discussion
Neither good nor poor	Can't say
Very good	Doctor listened to my health issues and did not rush me .
Very good	Can chat on phone etc. GP people nice
Very good	Very good service from all staff, very helpful reception staff and great service from Dr Chawdhery
Very good	Nurse listened and likeable manner. Very professional.

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Very Good	
Good	I'd prefer to make appointments online to see a GP.
Good	Quick and straightforward
Very Good	Seamless service
Don't know	I didn't make the appointment
Very Good	I was offered a face to face meeting at a convenient time without any hassle.
Very Good	no hassle
Very Good	Dr Daly listens carefully, treats me with respect and has treated me for numerous conditions. Ultimately, my health has improved under her care. Thank you!
Very Good	It accorded me to know what I should do next
Very Good	It was quick and easy
Good	The appointment was not rushed and all points covered
Very Good	I was able to arrange an appointment quickly.
Very Good	Receptionists are excellent
Good	It takes just a few minutes to get a date and it was not too long
Good	
Very Good	As Above
Very Good	
Very Good	Easy to book with the app
Very Good	As above
Very Good	Anne the receptionist was very helpful in me eventually getting an emergency appointment.
Good	Smooth
Very Good	
Very Good	Easy to do online
Very Good	Booking appointment was no hassle and good time keeping
Very Good	No problems. Reception staff very helpful
Very Good	My Doctor Kim is awesome
Very Good	I'm satisfied.
Good	On The phone the receptionist was calm speak clearly repeating her self when necessary in case didn't hear her the first time
Very Good	
Very Good	Online easy choice of dates
Good	
Very Good	Everything went alright thanks
Very Good	Reception staff were very friendly and helpful
Very Good	Efficient and thorough service
Good	Always helpfu
Very Good	Was given the next available appointment and also reminder given for my appointment.
Very Good	Reception staff really helpful and clear.
Very Good	I was attended to by lovely staff
Good	
Very Good	
Very Good	I was contacted to come into surgery.
Good	I rang at 8am but didn't have to wait long and got an early appointment

Good	It is sometimes easier to book on the NHS app
Very Good	I input my issue on the online form and was called back less than an hour later.
Very Good	I felt listened to and supported during my visit. I am truly grateful to have such kind, compassionate, and caring Team.
Very Good	
Very Good	Given an appointment right away
Good	Called through to make the appointment, didn't have to wait too long on the phone and the reception staff were very helpful
Very Good	The receptionist organized my appointment straight away
Very good	
Very Good	As above and can book an appointment at any time
Very Good	Phone answered fast and appointment offered with reassurance
Very Good	
Very Good	The doctor was exhaustive in the answers, precise and very accurate in the questions
Good	The doctor I see is very good
Very Good	
Very Good	Almost no wait on phone, offered appointment within a week. A novel experience compared to our previous practice!
Very Good	
Very Good	Perfect
Very Good	Quick and easy
Very Good	Was called up, unprompted, by a friendly lady at the surgery & offered a range of appointments
Very Good	So easy - I booked online telephone appointment but wanted face to face - phoned the surgery and all sorted
Very Good	Got an appointment quickly
Very Good	
Very Good	Very pleased with the help am given by this surgery
Very Good	Friendly, helpful, informed staff.
Very Good	I made the appointment with Dr Daly at my previous telephone consultation, which was easier for me
Good	It was straight forward even for an elderly woman like myself.
Very Good	
Very Good	It was simple on online
Very Good	Easy to book on NHS app
Very Good	Good availability with doctor of my choice
Good	Eady to book appointments on line.
Very Good	The booking was made through the nhs app which was very easy to navigate
Very Good	Receptionist managed to fit me in at late notice given symptoms I was experiencing. I really appreciated this.
Very Good	It was efficient
Very Good	It was quick and easy
Very Good	
Good	
Very Good	Dr Chawdhery always takes the time to explain things and are never too rushed not to answer any questions
Very Good	As above

Neither good nor poor	I had to wait 3 weeks to get an appointment with the GP I wanted to see due to her knowing my complex medical history - however the receptionist was apologetic and pleasant and professional, which I appreciated
Very good	
Neither good nor poor	Can't explain
Very Good	I always get a good service from 306 medical centre.
Very Good	Dawn
Very Good	As above
Very Good	I gave answer because I am very happy with the doctors that I've seen.

Please tell us about anything that we could have done better.	
Nothing to say during my visit	
It was all good.	
it was all good	
I appreciate her professionalism and up-to-date approach to perimenopause	
All was well	
When I reach there I didn't have to wait long before i was seen that was nice	
Nothing. I'm very satisfied.	
I love this surgery always helpful always look after me when I need more medicine. Very nice doctors	
Earlier telephone appointment	
Appointment timing	
Turn screen up a bite as I'm little bit deaf	
No thing to improve	
Water cooler will be helpful	
Practice Response: It becomes a safety issue when there are spillages which we cannot monitor with scarce resources and more pressing priorities.	
It's all good.	
All was well so far, blessings to all the staff of 306 medical centre	
306 medical centre is very calming and professional	
Nothing	
Pleased overall with surgery	
Service is good in maintaining wellbeing of patients.	
I have no suggestions at present; my experience was excellent	
I would like please to have a copy of my last blood tests results	
Nothing - thanks very much, we feel lucky to have 306 as our doctors surgery	
Nothing i can think off	
The possibility of seeing the doctors in person as they did before covid	
Practice Response: You can still see GPs face to face and many patients do, just let reception know and they can convert your telephone appointment to face to face appointment if you prefer	
All good	
Slight wait time on the appointment (15mins) but it wasn't a problem	
Nothing at all thank you	
No everything was done in order .	
Option of face to face with GP	
Nothing on this occasion	
The Nurse could have been more patient, gentler and tolerant, on my previous referral visit.	
Nothing.	

If it is easy to get appointments quickly, it will make overall experience much better.
The service that Dr Chawdhery, the other doctors, and the nurses and reception staff appear driver excellent care. I can't think of anything.
More availability of appointments Practice Response: We feel that we provide a reasonable number of appointments. However, we recognise that demand can sometimes exceed availability, and this may be one of the reasons why many surgeries are now moving towards total triage. We are working hard to avoid this approach and to continue providing patients with appropriate access to appointments
Just want to say thank you for your Services at the surgery . Thank you .
Nothing in my case.
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.