NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Oct 2026

Survey Results

Overall: 94% 2% 4%

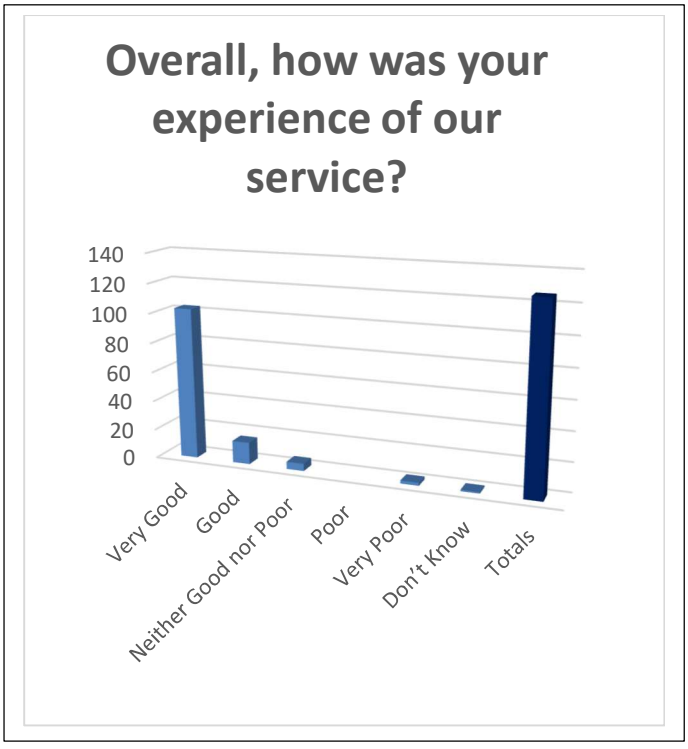
Report Summary

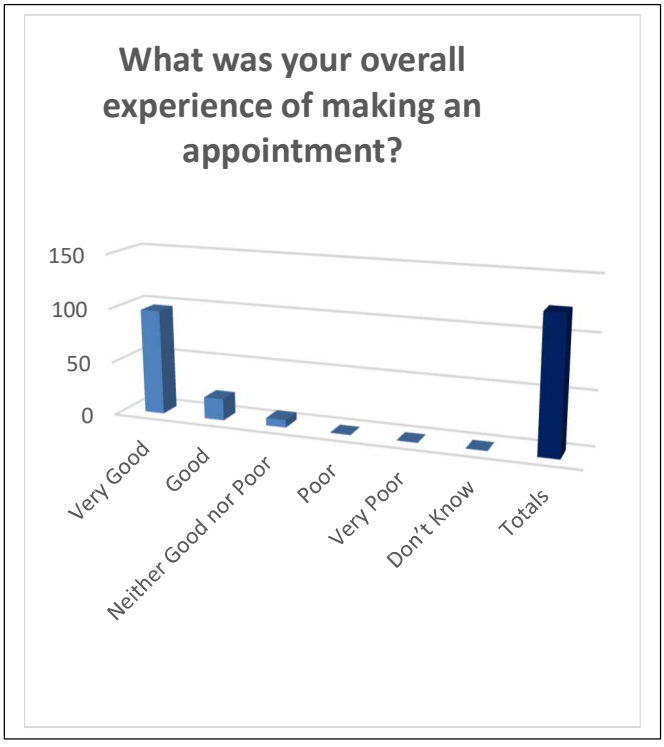
Overall, how was your experience of our service? *(rounded to the nearest whole number)*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know	Total %
Total	103	15	5	0	2	1	126
Total % (rounded)	82	12	4	0	2	1	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	92	20	7	0	0	0	126
Total % (rounded)	78	16	6	0	0	0	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	Because the doctor is amazing
Very good	Staff always helpful and friendly
Very good	Doctor and staff always help
Very good	Very attentive and proactive
Very good	Efficient nurse
Very good	Appointment was on time, nurse very pleasant using lady who easily gave my jab.
Very good	Same as always excellent service
Very good	
Very good	Dr Daley was a very good calm professional Dr with a good telephone manner in dealing with my BT results and herbal milk thistle
Very good	I received the appointment relatively quickly and the doctor rang within the time window given
Good	
Very good	Dr Chawdhery always takes the time to explain things and listen to me.
Very good	Seen on time. The nurse was very friendly and efficient. She answered all my questions. The follow up point was actioned promptly by the doctor.
Very good	
Good	Did not get blood test for MMR Immunity. But got advice on how to get my vaccination info.
Very good	Highly professional a team
Very good	Appointment on time and received vaccinations

Very good	It was the 1st time I meet the nurse, she was so nice she made me feel very happy. Because sometimes I get a little anxious when I have to have an injection
Very good	Dr Daly was very helpful and listened to my concerns
Very good	First time I've had a doctor look at my results thoroughly and take me seriously and take the right steps on double checking everything is fine. Rather than just brushing off my results even when things don't come out that great. First time being heard thanks to Dr Britto! Thank you thank you!!
Very good	It was pleasant experience
Very good	I think that Dr Katy Daly is an excellent GP. She listens, is modern and breath of fresh air compared to other GPs I've dealt with at other surgeries in SE London. I'm very happy and hope she stays in 306 Medical centre.
Good	Because it was good
Very good	Friendly staff. Quick and efficient. Didn't wait long.
Very good	Seen on time, friendly attitude and went beyond expectations to book our vaccination date for COVID.
Very good	As always excellent.
Very good	Overall experience was very positive. Doctor took the time to listen and carry our thorough checks which left me feeling reassured.
Very good	
Very good	"306 Medical Centre has always been very accommodating to us"
Very good	Got seen and doctor was professional
Very good	
Very good	Dr Lim was excellent with all my issues and gave me all the necessary information I needed.
Very good	Dr. Chawdary always listens meticulously to her patients' problems.
Very good	great nurse
Very good	The appointment was very prompt and the service was outstanding
Very good	The nurse was polite and helpful.
Good	efficient, fast
Neither good nor poor	It was fine.
Very good	The doctors followed up on my test results
Very good	I trust Dr Daly immensely. She really is a doctor I keep requesting to see - attentive and warm. I feel heard every time
Very good	Great staff and great surgery
Very poor	Ongoing Tinnitus? Still got symptoms made a face-to-face appointment to see a GP he looked in my ears and said it's not tinnitus and it's not cancer? He then asked me what I think it is I said I don't know that's why I've come back as it's still the same. The first time I see a GP about this was about a year ago. It was a complete waste of time having a face to face with the GP **Practice Response:** We regret that you feel this way and are sorry to hear that you were disappointed with your recent appointment. We would be happy to look into your concerns further. Please contact the practice with your details so that we can identify you and review the matter accordingly.
Very good	Very efficient, friendly, on time - perfect thanks!
Very good	When I come to the surgery to have injections I get a little bit of anxiety. She made me feel at ease
Very good	Prompt appointment
Good	Efficient
Good	My GP was helpful and friendly

Very good	Dr. Britto was fantastic! Caring, curious, and empathetic. Really felt heard throughout my tele-appointment.
Very good	Everything from booking the appointment to arriving there on the day was very smooth and quick. My doctor was incredibly kind and welcoming.
Very good	I spoke to my doctor regarding the adhd and put me forward straight away
Good	Dr Rolfe is a good Doctor clinically, however could benefit from showing a little warmth/smile which would appear more personable/reassuring and less giving a sense of being a bit exasperated. Just some gentle feedback
Very good	I'm always very happy with this Surgery
Very good	
Very good	Well explain.
Very good	I came for my flu jab and the nurse was very gentle.
Very good	Appointment on time friendly staff
Very good	Appointment on time friendly staff
Very good	Nice caring nurses and HCA
Very good	Short waiting time
Very good	
Good	Effective transparent decision making
Very good	Nurse was pleasant and knowledgeable about my condition
Good	It's a good surgery with great staff
Very good	All went well
Good	Concerned that I may not be able to get a repeat prescription for eye drops prescribed by ophthalmology at St Thomas's
Very good	Friendly and on time
Very good	It's always been good
Very good	East to get an appointment and to convert it to a face to face. Doctor reassured me.
Very good	An immediate appointment given to an alarming medical concern for my elderly father. Followed by an immediate referral to hospital requesting an urgent response.
Very good	Appointment on time, lovely staff, felt listened to.
Very good	Very good service
Good	Appointment time was not met...appointments were running 45 minutes behind. However, doctor did acknowledge the wait and apologised
Very good	The doctor spent time and was very thorough in discussing health issues
Very good	The appointment was very prompt and quick no delay
Very good	
Very good	Appointment was on time and easy to schedule
Very good	Punctual and flu jab given swiftly and painlessly
Neither good nor poor	In a word, I'd characterise the doctor's approach as 'dismissive'.
Very good	The Dr took time to listen to what I had to say and asked lots of relevant questions. She examined me and sought advice from her colleagues.
Very good	Because I was attended with dignity
Very good	Excellent service from Dr Daly and helpful receptionists.
Very good	Listened to, thoroughly examined, advice sought when needed and a sensible plan made.
Very good	Because the doctors and staff are doing a fantastic job 👏🏻
Very good	Is the way my doctor always explain everything i needed to know about everything anytime
Very good	Was listened to, felt supported, clear plan.
Very good	Dr took their time. Friendly. Clear information. Helpful. Just a nice and comfortable conversation.

Very good	Efficient kind friendly
Very good	Very efficient doctor
Very good	Just great!
Good	The doctor delt with one problem and said that others would be left until I saw the physio.
Very good	prompt service and dr was very attentive.
Very good	I have been in 306 medical centre over fourth years they are my doctors and family they are very good
Neither good nor poor	I received what was required from the meeting, but I felt dismissed by the GP
Very good	"The Doctors are all amazing at this surgery, The reception men and women welcome you, and well try their best to help you should you have any queries. "
Very good	The Gp was patient. Listened to all I had to say and took appropriate next steps.
Very good	Felt Dr Chawdhery listened carefully & was really trying to help.
Very good	Reliable and easy to organise
Very poor	Doctor was dismissive. Did not listen ONCE to what I saying. Tried to pressure me into making a choice I clearly stated NO for at the beginning of the conversation. Dismissed my diagnosis that I have been living with for over a decade. Male doctor should not be taking appointments for women's health if he is ignorant and has no clue what he's talking about and lacks empathy! Absolutely awful experience. **Practice Response:** We are sorry to hear about your experience. We would be happy to look into your concerns further. Please contact the practice with your details so that we can identify you and review the matter accordingly.
Good	No special reason
Very good	
Very good	was seen very quickly and they felt my medical condition is dealt with very thoroughly
Very good	I don't know
Very good	Dr. Britto was very helpful. He listened to my concerns and acted promptly.
Very good	Perfect efficiency as usual. Appointment exact on time.
Very good	Seen quickly nurse very nice.
Neither good nor poor	I was about concerned that my arm was not cleaned before the jab and no dressing (plaster) was used afterwards
Very good	Everything went smoothly and efficiently.
Good	
Very good	Very helpful got seen to very quickly dr Lim very helpful and receptionist dealt with my appointment very quick
Very good	
Neither good nor poor	
Very good	Very prompt and efficient vaccine appt
Very good	The GP Surgery was able to find an appointment for our baby on a very short notice.
Very good	Didn't have to wait long. Everyone was accommodating.
Good	Doctor seems willing to help
Very good	Got through on the phone relatively easily, scheduled an appointment within a couple of hours, received good care from the doctor, and a follow up appointment later in the week.
Very good	
Very good	
Very good	Always get the best advice with Dr Lim
Very good	Dr Britt is a lovely doctor; he listens and has through.
Very good	I felt heard and seen

Don't know	You cancelled my appointment on the day.
Very good	Because I was pleased with the service
Very good	"DR ROFE.. BEST DOCTOR. EVER..... SAVED MY LIFE "
Very good	
Very good	Dr Daly has always been very helpful and attentive to me.

What was your overall experience of making an app?	Please can you tell us why you gave your answer?
Very Good	It was easy
Very Good	Called to make appointment. Phone answered quickly and politely and appointment availability was excellent.
Very Good	Always help
Very Good	Consideration of circumstances to book convenient appointment time.
Very Good	
Very Good	Rang up got a PM appointment as requested. Simple as that.
Very Good	As above
Very Good	
Very Good	Very easy to book appointment
Good	As above
Very Good	
Very Good	I got a face-to-face appointment because Dr Chawdhery needed to see me to make an assessment. I arrived a little before my phone appointment slot and got it updated to a face to face appointment.
Very Good	As per above
Very Good	The doctor was very helpful.
Very Good	Polite and kind doctor
Very Good	Same than above
Very Good	Always very easy in this surgery
Very Good	It's so nice when you meet someone who was a people person, would welcome having her again
Very Good	There was quite a bit of availability on the NHS App
Good	It’s good apart from it wasn’t going through so I had to call but the guy at the reception was efficient and lovely. No wait time
Very Good	No fuss
Very Good	Easy via NHS app.
Good	Because it was good but
Neither good nor poor	Time was given to me.
Very Good	NA
Very Good	Because excellent service
Very Good	Able to book appointment quickly and easily
Very Good	
Very Good	
Very Good	Same as above
Neither good nor poor	Changing times of appointment, calling at different time that appointment was supposed to happen

Very Good	All good
Very Good	for making me feel like I am in safe hands
Very Good	
Very Good	Straight forward and easy
Very Good	The person who answered the phone was polite and helpful.
Good	
Neither good nor poor	My father didn't have to wait too long to be seen for his vaccine.
Good	I was allocated a slot as possible based on seriousness my complaint
Very Good	
Very Good	Very easy and quick
Good	I made the appointment at the desk when I came out of my medication review
Very Good	
Very Good	When I come to the surgery I find everybody friendly, but at the same time being professional at all times
Very Good	Prompt
Very Good	Very clear on available slots
Good	Helpful and fast
Very Good	Great, the follow up appointment was initiated by the GP after tests.
Very Good	It was quick, easy and reliable. I've never had to wait too long for an appointment.
Very Good	Very quick
Very Good	Receptionist prompt and organised
Very Good	I have been with this Surgery for 50 years and never had a need to complain.
Very Good	
Very Good	Staff very helpful and, polite.
Very Good	I booked online with no problem at all
Very Good	Very easy helpful staff
Very Good	Helpful staff
Very Good	
Very Good	Good welcome and quick short visit
Very Good	
Good	Good
Good	Both the in-person and online booking system itself is good however the limitation of number of online appointments at any one time should be reconsidered.
Very Good	It was easy and straightforward
Very Good	It was made for me
Very Good	No problems
Very Good	Good experience
Good	
Very Good	East to book and appointment online for a GP call, which could then be converted to face to face
Very Good	My response is the same as above.
Good	Easy to get an appointment when convenient for me.
Very Good	n/A
Good	Follow up appointment easy to book with receptionist
Very Good	The receptionist was very courteous and gave me an appointment that worked for me
Very Good	The experience was not stressful at all
Very Good	

Very Good	booked online
Very Good	Nurse friendly, punctual and efficient
Good	It was easy to do, plenty of available appointments
Very Good	I rang up for a face-to-face appointment on the Monday morning and got an appointment for the Wednesday morning
Very Good	"The appointment was taken a while, and appointment reminder followed "
Very Good	I was able to book an appointment when I wanted.
Very Good	A friendly approachable GP who listened to concerns, asked relevant questions and came up with a plan that was easy to understand and was happy to seek advice when they felt they needed it.
Very Good	There are doing a very good job to help all of us.
Very Good	Have it so quick
Very Good	
Neither good nor poor	Surgery scheduled the appointment following a blood test
Very Good	Easy to make appointment
Very Good	
Very Good	Helpful reception, not too long to wait 😊
Good	The receptionist was going to give me a later appointment until I explain that it was a follow up to a previous appointment.
Very Good	I loved how easy and patient friendly it is to make an appointment, and I was seen really quickly by a friendly and attentive dr.
Very Good	I have been with 306 medical centre over fourteen years they are my doctors and family they are kind
Good	I got the appointment easily although there was no option of other times or GP
Very Good	I was listened to and that is something that is so important to most people
Very Good	It was easy and I was offered a time that was convenient for me.
Very Good	Were able to give me an appt with the Dr I wanted in a good timeframe
Good	
Good	
Good	I had no problems
Very Good	
Very Good	seen rapidly
Neither good nor poor	Don't know
Good	
Very Good	
Very Good	Appointment on time
Very Good	I was successful in getting a cancellation which saved me waiting until November fir an appointment
Very Good	
Very Good	
Very Good	
Very Good	
Neither good nor poor	
Very Good	Able to choose my own date and session
Very Good	Very happy with the service we got
Very Good	A very friendly atmosphere

Very Good	I had booked a telephone app and then doctor asked me to go in for a face to face. On the day. And that helped
Good	It was relatively easy to make my appointment through the phone
Very Good	
Very Good	Efficient staff
Very Good	All good
Very Good	The front of house staff is fantastic
Very Good	Office staff was very responsive and helpful
Neither good nor poor	I haven't managed to have an appointment yet
Very Good	Because it was easy to get an appointment that was convenient.
Very Good	LADY. MAKE YOU FEEL SO RELAXED AND IS SO HELPFUL. AND KIND
Very Good	
Very Good	

Please tell us about anything that we could have done better.
Thanks
Excellent service
I can't think of anything. Excellent service as always from all support staff and dr Chawdhery
Not really.
No there nothing I could say as this doctors is amazing, in all there area especially the receptionists
Everything is good, I really rate my GP surgery.
All fine
All good
Zoom consultation
To respond honestly to your survey
As this surgery it is always a pleasure to visit as they are so nice
Nothing! Was great. And we even scheduled a follow up.
Nothing! I'm always so pleasantly surprised at how fast I'm able to get support. It's a great service and I am incredibly grateful for all you do.
Just provide me with the knowledge and help me moving forward
Light classical music
Limitation of number of online appointments at any one time should be reconsidered.
Setting up dependent on MyGP - but I think that is for me to do, not the surgery. Perhaps would be better for this to be automatically done though.
All good :)
The waiting time is always a long wait maybe more healthcare professionals on desk could help ease the queue for patients
It would be nice to feel like the doctor cared about my health.
I can't fault anything
Educating patients how to get out from their problem and gain good health if possible
Nothing because they are doing a brilliant job already. Well done to all the doctors and staff. Understanding, helpful and very patient. You are doing an amazing job 👏
I would have appreciated help on how I could overcome some of the symptoms I had.
Not thing to change
Please just keep things the way they are The surgery is brilliant as it is. I feel very lucky to be a patient at this surgery.
Nothing to say at this time.

Couldn't be done better
Can't think of anything that could be improved.
Doctor asked me to book an app in 4 weeks' time and I tried but seems tricky to find availability so I haven't booked any follow up yet…
All good
You guys are great!
A text direct to my phone would have been better than a message in the NHS app
Information on if the doctor or nurse is running late

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.