

NHS Friends and Family Test

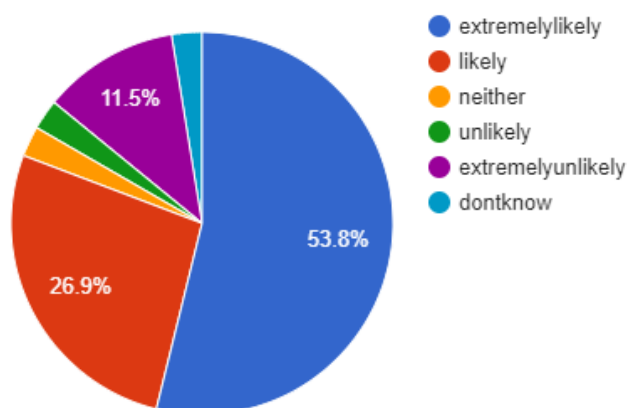
January 2022

Friends and Family Admin

Report on NHS Friends and Family Test..

January 2022

Q: How likely are you to recommend us to friends and family if they needed similar care or treatment?



Options	Total
extremelylikely	42
likely	21
neither	2
unlikely	2
extremelyunlikely	9
dontknow	2

Total responses: 78

Q: Comments:

Free text question. There were 34 responses:

2022-01-26 15:13:50

Still very helpful under the circumstances

2022-01-26 15:34:54

Still very difficult to get appointments; proper use of the appointment system on the app would resolve this issue

2022-01-26 15:52:55

My son has been waiting a year for a referral, lack of communication, staff not listening to me means he is still waiting.

2022-01-26 16:25:20

I don't have any contact with my family

2022-01-26 16:26:42

Always very good

2022-01-26 16:40:50

I was treated as a person and not as a number Everything was explained clearly. Thankyou

2022-01-26 17:18:04

Great surgery- thanks!

2022-01-26 17:19:27

Yes I would recommend you to family you were so nice the time I came to your surgery for the first time thanks so much Michael havelin

2022-01-26 17:24:28

I ran the doctors in the morning and got an appointment one hour later, to see the doctor I was offered a telephone appointment the next day with a physio.... brilliant service.

2022-01-26 17:27:06

Very helpful from the start

2022-01-26 17:27:24

Have been very disappointed since March 2020. Haven't been referred for things when told I would be, have been given blood forms for tests 2 months after date on forms. Waited months and months to be able to view nhs online documents after practice lost forms, practice also lost copies of my deep poll name change and passport copies they had filed. Doctors left without following up things they were supposed to.

2022-01-26 17:38:34

Difficult to receive consistency of care and treatment when constantly having responses from different staff that don't know you or your personal/medical history

2022-01-26 17:40:40

Recently things have got a lot better. Text messaging service is great.

2022-01-26 17:42:12

Helpful and friendly Problem with long wait to speak to receptionist, it's not happen to me , but I can understand why people don't cancel appointments as the wait is far too long. There should be an easier way to cancel an appointment which then doesn't waste gp's time

2022-01-26 17:42:24

The phone waiting list is an absolute mess, regularly kicked out of the queue and have to redial..... Once you get past that, the staff in my opinion, are fantastic

2022-01-26 17:50:15

Good and gave me appointments when ever I needed it thanks

2022-01-26 17:55:11

The care and treatment I have received has been excellent. I wouldn't hesitate to recommend Vernon St medical centre.

2022-01-26 17:58:06

What an amazing doctors. Especially Dr Robertshaw who has been supportive and amazing during my horrible time with anxiety. Thank you

2022-01-26 17:58:36

Fantastic surgery always there when you need them

2022-01-26 17:59:24

Always been looked after well and seen. Does take a little longer but there is a lot more people at the surgery now :)

2022-01-26 18:00:52

Dr Awan (I think, sorry) was prompt and listened carefully. She responded positively and her follow-up call was very much appreciated.

2022-01-26 18:00:55

Rude and unprofessional reception staff. Always engaged very hard to get an appointment

2022-01-26 18:04:13

Always helpful, always supportive.

2022-01-26 18:13:47

Absolutely appalled at lack of service

2022-01-26 18:21:44

Takes 125 calls to even get into the cue to speak to a receptionist who then wants to know all your business as if they have a clue what's best for you. Spoke to doctors loads of times and fobbed off, still waiting on a gynae referral from Jan 2021 and a 24 hr ecg from November 2021. In October I had an appointment because of a chest infection that was making my asthma bad I was told my oxygen and everything was fine. Had to go to A&E the next morning as I couldn't breathe and was given a nebuliser. Lack of care from doctors and even the a&e staff say it's pointless trying to see your GP. When I spoke to the doctor about something to help me sleep last she wasn't much help. Gave me anti depressants which I won't be taking as she didn't tell me the full side effects and researched on my own and it said they can make you suicidal. Which obviously I don't want so I haven't taken them. The service is abysmal.

2022-01-26 18:25:02

When you eventually get to see a GP or nurse I find them to be very caring and give excellent treatment. However I think something needs to be done about the length of time you have to wait when phoning for info/appointments etc. Some of the reception staff are not very helpful.

2022-01-26 18:43:52

Always friendly reception staff. Good telephone queing system. Always able to get an appointment with doctor or nurse.

2022-01-26 19:14:19

Service 10/10 spot on

2022-01-26 19:16:34

I immediately received my maintenance for my asthma and got to be tested for further diagnosis, Kudos. Great Job

2022-01-26 23:24:51

On recent events I feel like considering the current situation I was seen ti very quickly. And really appreciated it.

2022-01-27 07:57:31

Drs have gone out if they way for my health and mental health.. I've felt safe valued and included and listened to.

2022-01-27 08:41:53

My GP was easily approachable and very pleasant person.

2022-01-28 13:49:46

Really helpful Dr, call back from email query, and face to face appt made.

2022-01-31 17:05:01

Happy with the service we received from Vernon street
