

NHS Friends and Family Test

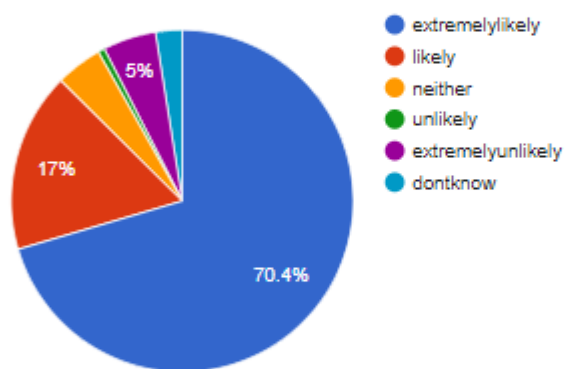
March 2022

Friends and Family Admin

Report on NHS Friends and Family Test..

March 2022

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



| Options | Total |
|-------------------|-------|
| extremelylikely | 112 |
| likely | 27 |
| neither | 7 |
| unlikely | 1 |
| extremelyunlikely | 8 |
| dontknow | 4 |

Q: Comments:

Free text question. There were 82 responses:

2022-03-02 14:55:47

So impressed with the service to date in comparison to our previous surgery Horizon healthcare. Responsive and attentive, thank you.

2022-03-02 15:09:35

My family are down in devon

2022-03-02 15:35:56

Great process and great staff. Very impressed

2022-03-02 15:57:29

Great surgery staff excellent

2022-03-02 17:34:14

It seems that the only way of getting an appointment is calling early on the day, which sometimes can be very inconvenient

2022-03-02 17:46:03

Very prompt and efficient service.

2022-03-02 17:48:54

Friendly and efficient

2022-03-02 17:57:47

I already have recommend my mum, I moved my whole family over then I tell my friends and other family members how happy I am that we moved to Vernon street. A lot of other surgeries are still not having face to faces & ours are streets ahead!

2022-03-02 17:59:51

really difficult to get an appointment, I called 101 times . Once the dr calls you back you are only allowed to discuss one matter. I managed to persuade the dr to let me discuss 3 issues - which were Minor and the total consultation took 5 minutes. I appreciate that the doctors are busy but some more compassion and empathy would be greatly appreciated

2022-03-02 18:00:50

I've never had any problems with Vernon Street they get back to me on the same day

2022-03-02 18:01:38

Requested a repeat presentation easily and submitted my blood pressure easily, followed by a quick call from the doctor. All before 9.30am! Perfect.

2022-03-02 18:07:52

Always helpful and friendly

2022-03-02 18:10:14

Dr Carter is a great new addition to the practise.

2022-03-02 18:10:49

The surgery staff have always been helpful when I need them.

2022-03-02 18:11:21

Since becoming a new patient, I have received the best care and I can actually book appointments. Dr Sabir is one of the best Drs I have had. He is extremely patience, understanding and empathetic with his patients.

2022-03-02 18:15:35

good and fast service

2022-03-02 18:15:52

Appointments for my mother was excellent.

2022-03-02 18:18:43

I tried to get checked numerous times but was not given appointment until i got checkup overseas and show

2022-03-02 18:18:59

All Doctors and staff have been helpful. Doctors good at listening and understanding take patients views into account. Some problems trying to make contact and getting appointments, while I understand the current pressure reception staff do not always give the same information which leads to different outcomes depending on who you speak to and how pushy you are.

2022-03-02 18:19:09

Efficient surgery. Good mix of skills. Genuine ability of care

2022-03-02 18:19:39

Excellent service always get appointment or call back

2022-03-02 18:20:14

I tried numerous times to get checked but all i got was a phone call, i got checked overseas and came to uk showed the report to practice to which they asked to book ultrasound which required two months time in the queue now, had i been check

2022-03-02 18:21:20

Thanks again for supporting all our family- especially to Dr Wright, Dr Sabir, the team in reception, the practice nurses and last but not least the lovely person (pharmacist?) who phoned and did a medicines review with me last week- apologies for not remembering his name!

2022-03-02 18:23:25

Rang in at 8.30 had a call back at 8:45 super fast great help too

2022-03-02 18:24:02

Dr Watkins was amazing and listened and took her time to advise and support me

2022-03-02 18:26:49

Prompt call from a doctor and a prescription provided.

2022-03-02 18:30:42

As always very helpful

2022-03-02 18:35:21

The doctors and staff are amazing, would definitely recommend! Brilliant!

2022-03-02 18:38:21

Fantastic surgery. Everyone goes above and beyond to help

2022-03-02 18:57:37

Easy to access the surgery . They have appointments, and good system in place and very good GPS !
Thanks

2022-03-02 19:07:26

Face to face with Dr Anwar great care and consideration made Mae feel at ease

2022-03-02 19:16:34

Today was a good day. Clockwork

2022-03-02 19:38:03

My phone calls are answered quickly and the staff are very pleasant.

2022-03-02 19:45:24

I've never had any problem's accessing an appointment, reception staff are also very helpful and friendly

2022-03-02 19:46:05

Dr Sabir and Dr Carson have both been really helpful I've the last couple of months - I rarely use the doctors for myself but have 4 children so usually come for them and The last few months my health has taken a turn for the worst and the surgery staff and Doctors have been brilliant - Thankyou

2022-03-02 20:34:04

Always helpful reception team and prompt response from practitioners when sent messages.

2022-03-02 21:37:39

I must admit I'm struggling to write good positive about. this practice. It's very hard to get appointments or for them to pick the phone up

2022-03-03 09:28:41

Not sure at this moment in time, finding just getting someone to answer a phone is a miracle in itself as if people can stay on the phone for 30 minutes

2022-03-03 09:31:07

No complaints, extremely nice Doctor.

2022-03-03 09:33:44

Have always had brilliant service from this surgery, especially regards my husband , always kept in touch .

2022-03-03 09:36:04

The doctors and staff are always concerned for our health and do what they say they will do. Very happy with the practice.

2022-03-03 09:36:19

Couldn't wish for better!

2022-03-03 09:36:30

Brilliant -swift call back from GP, appointment same day, professional, caring, enthusiastic, very busy, medication at local pharmacy within 10mins ... well done Team Vernon Street Medical Centre

2022-03-03 09:36:45

We have always had the best of service, even during the pandemic.and would recommend the practice to anybody.

2022-03-03 09:37:04

Always there to help

2022-03-03 09:38:11

I have severe pain in groin area, I found the Dr unresponsive and quite rude

2022-03-03 09:38:44

A very pleasant and professional experience

2022-03-03 09:38:51

Good they give us appointments when we need it thanks.

2022-03-03 09:42:37

Very helpful, quick to get back to me and quick to send me for tests to eliminate anything serious.

2022-03-03 09:44:48

Lol

2022-03-03 09:48:16

It's not a problem specific to Vernon St, but the appointment time wasn't long enough to cover possible causes of the problem and the best order in which to try solutions. The doctor was nice.

2022-03-03 09:48:23

I have been very impressed with our Surgery during the Covid times I would highly recommend This Surgery

2022-03-03 09:52:11

Lack of care and patience by certain individuals!

2022-03-03 09:54:26

Being laughed at by a photo I sent. Very unprofessional and extremely disappointed with the way it was dealt with. Will be moving GPs very shortly

2022-03-03 10:26:16

This surgery is the same as any other now. Can't get an appointment. Have given up. Been off work for over a year and no one does anything but send me for blood tests. Feel totally let down and undervalued,.

2022-03-03 10:31:36

Well I have been with vernon st since 1960s does that answer your question

2022-03-03 12:28:43

Thanks for being very attentive.

2022-03-03 13:53:44

Was able to see a Dr face to face after a telephone consultation and received test results promptly- which was very reassuring.

2022-03-03 14:11:30

Only been with the practice a few years but all contact so far has been excellent. Staff are brilliant.

2022-03-03 15:44:44

Professional expertise

2022-03-03 18:25:32

Always willing to help even if the phones are busy

2022-03-04 08:23:42

Good practice!

2022-03-04 09:59:52

Felt I was listened to and that the Dr cared about me.

2022-03-04 10:15:12

I have always managed to get an appointment and all the staff have been very helpful.

2022-03-04 16:45:41

Very friendly and professional service

2022-03-04 19:42:09

The doctor was very quick at removing my coil. She was very kind and talked about my options as many contraceptives have not worked.

2022-03-04 22:26:30

Kind caring attitude

2022-03-05 12:24:04

Doctors are very helpful, sometimes problem is getting past receptionist

2022-03-07 13:54:15

I have recently registered my 93 year old dad . Thank you

2022-03-07 14:01:18

Already been telling people about your surgery extremely happy thank you

2022-03-08 17:09:00

Good appointment glad to be back at The Lane's Thankyou Dr Sidir

2022-03-23 17:43:48

Just want to say a special thank you to Angie for how compassionate she is towards patients requiring assistance. She was wonderful and ever so helpful. All your staff that I have ever had contact with at the surgery have always been fantastic. Thank you.

2022-03-23 17:46:05

Helpful doctor who listened to me , understand my concerns and processed my blood test twice .

2022-03-23 17:59:40

Receptionist & Dr Anwar were both friendly and helpful, and Dr Anwar kept me informed about the follow up from my visit to the practice. You're all doing a great job in really difficult times.

2022-03-23 18:16:21

I much prefer a face to face appointment as I don't believe some things can be sorted by a phone call.

2022-03-23 18:22:23

When contacting or visiting the surgery I have always received excellent service. All members of staff I have met have been extremely professional, polite and understanding.

2022-03-23 21:45:42

The doctor I saw on Monday 21st March was brilliant. She arranged for me to go straight to the hospital for an a appointment with a consultant.

2022-03-24 16:09:04

Very good. I've been a patient at this practice for over 10 years and I have never had a problem with any of the staff or services.

2022-03-24 16:19:48

Good experience for me at the Lanes.

2022-03-24 19:16:01

Extremely helpful Dr. Carter. Great addition to this surgery.

2022-03-25 17:25:50

Vernon Street medical centre has been enormously helpful with supporting me to find the right HRT regime, which has had a significant impact on my wellbeing - very grateful to them.

2022-03-30 15:33:05

Very happy with phone consultations. Follow up from these are good. Face to face if necessary. All tests needed done at surgery. Very friendly caring staff. Now phone lines are improved can get through much easier on phone. Very satisfied with everything