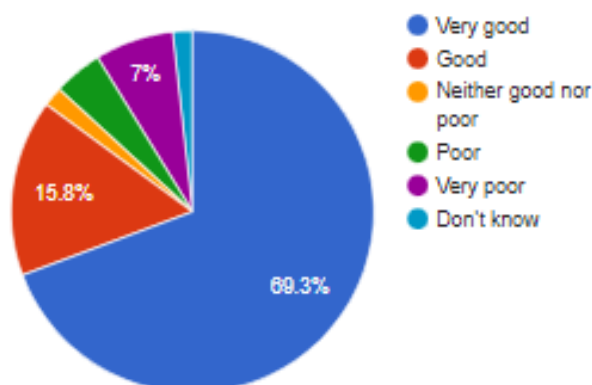


Friends and Family Admin

Report on NHS Friends and Family Test - Patient Feedback..

June 2022

Q: Thinking about your recent appointment - how was your experience of our service?



Options	Total
Very good	79
Good	18
Neither good nor poor	2
Poor	5
Very poor	8
Don't know	2

Total responses: 114

2022-06-15 16:57:03

No good an appointment time . No good service

2022-06-15 16:59:16

You need to do more to sort out the lack of access to appointments, it's dangerous and causing problems for other services. Phone appointments before f-2-f is usually inefficient, children in particular need to be seen.

2022-06-15 17:06:06

I was a bit unsure about when I would receive my sick note and had told my employer I would send it on Monday. It would have been good if I had known at the time it can take 3 days to be issued

2022-06-15 17:18:50

Extremely difficult to contact anyone, messaging does not work and getting an appointment is a nightmare

2022-06-15 18:39:09

More staff to answer the phones at beginning of practice

2022-06-16 11:35:59

Open the surgery fully, told to make an appointment for a blood test at reception by the doctor only to be told to ring up and make it. Everywhere else is back to normal, why aren't you?

2022-06-16 11:42:30

Impossible to get in contact

2022-06-16 11:45:48

Allow bookable appointments without making patients beg for them or forcing them to sit on the phone for 40 minutes at 8.30am to get a last minute appointment. My prebooked appointment with Mike was a lot less stressful than previously and he was very helpful and understanding.

2022-06-16 11:52:04

After ringing the practise for it to be engaged when I finally got through as caller number 9 and waiting for 18mins 49 seconds to be then told to try again tomorrow she was not very helpful at all very disappointed

2022-06-16 11:54:38

In my experience there was nothing you could do better

2022-06-16 12:00:35

I found reception, nurses, doctors all exceptionally professional and efficient.

2022-06-16 12:01:04

Ddo blood tests

2022-06-16 12:02:55

Getting through to the reception a nightmare, suggest upgrading telephone system to allow more people to be in a queue instead of hearing the dead line tone. Took 27 calls to get out in a queue and of course by
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then no appointments left

2022-06-16 12:06:13

Excellent no improvement required

2022-06-16 12:06:52

Need to sort out access to appointments, it's a lottery and too often no appointments when urgently needed.

2022-06-16 12:07:10

Answer the phones open ur doors

2022-06-16 12:08:15

I changed to your practice recently as my old one was awful. I am really pleased with the service and care I have received by all staff and the doctor that dealt with me. Thank you very much.

2022-06-16 12:12:06

Posibly more face to face appointments and less phone appointments

2022-06-16 12:12:19

No everything was fine.

2022-06-16 12:20:31

Nothing Really

2022-06-16 12:25:04

Nothing

2022-06-16 12:26:07

Nothing further to add. The process from checking in to been seen was easy

2022-06-16 12:33:06

Very helpful supporting me to have my bloods taken at the Lanes. Very helpful and courteous staff.

2022-06-16 12:34:14

Nothing

2022-06-16 12:37:42

Makd more appointments available

2022-06-16 12:57:30

There nothing more you could do as the service is excellent

2022-06-16 13:36:28

Actually care about patients not just throw them any prescription on the phone we are real people

2022-06-16 13:52:26

Have been 3 times with same condition still telling me its nothing even though I've been suffering for a year now

2022-06-16 14:32:00

Stop texting me.the same bloody question over and over again

2022-06-16 19:35:42

Regain the quality of service that I have experienced in the last 30+ yrs as a patient with your practice. I know staff shortage is a problem across all services but individual health must take priority over transport

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and consumerism. I maintain high regard for the importance of our health service, and believe that most people working for us, the public, feel the same. It can be very difficult to work with upheaval and distraction. As a technician with analytical skills I see the problems and we all need to do a better job balancing the input with the gain. Thankyou for the opportunity to reply.

2022-06-19 07:14:50

Adequate thoughtful and personal service nothing to add

2022-06-19 09:35:00

Phone answering, but I know you're trying your best, so happy with your pleasant service. Thank you

2022-06-21 14:06:24

Tell people their results. Give people results from the day they are done not from another date. Don't sit on results until people call you. Stop lying about people's health saying everything is fine when you know there are issues.

2022-06-21 20:28:17

Nothing the ladies are doing a good job and the doctor's as well thankyou

2022-06-24 21:00:48

Reception needs improvement

2022-06-27 15:44:22

I'm waiting over a week and a half for a prescription to get to the pharmacy and the fact its regarding pain it's just disgraceful.