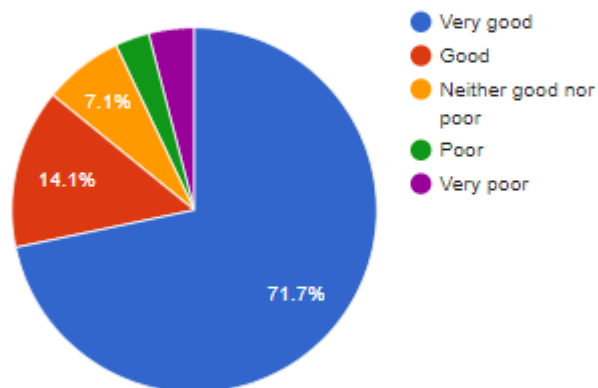


Friends and Family Admin

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

August 2022

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



Options	Total
Very good	71
Good	14
Neither good nor poor	7
Poor	3
Very poor	4
Don't know	0

NHS Friends and Family Test - Patient Feedback

August 2022

Q: Please tell us about anything that we could do better:

2022-08-03 14:06:22

Take the out of date automated message off the phone line (dated 21 Jan about covid vaccines) when you call

2022-08-15 16:54:16

No faults at all

2022-08-15 16:54:49

Make entering the security door simpler.

2022-08-15 16:55:44

Not send you to a chemist when your on a pension

2022-08-15 16:59:18

I think, probably like a lot of practices, that the pandemic has changed the way the practice is being run, not necessarily for the best

2022-08-15 17:01:43

Everything was good

2022-08-15 17:02:30

Open up the surgeries fully. The whole country is back to normal except you. Vernon Street can't be classed as a surgery anymore, you have to ring a bell? On the rare occasion you get to see an actual gp and they tell you to see the reception staff to make further appointments you're told to ring up when they're standing right in front of you. It's ridiculous! No wonder A&E is swamped if this is the norm for surgeries around the country. Open up!

2022-08-15 17:04:00

I waited 45 mins to be seen. I watched everyone arrive after me and get seen. When you feel ill this is difficult to deal with. After enquiring at reception I was seen straight away???

2022-08-15 17:06:58

Turn the radio down?

2022-08-15 17:16:00

Excellent GP, though trying to get through on phone is an absolute nightmare

2022-08-15 17:28:16

Very happy with the service provided by the receptionists nurses and doctors

2022-08-15 17:41:28

A smaller time slot for the telephone appointment.

2022-08-15 17:45:12

Discussed my recent test results, explained symptoms are more frequent and troubling. HCP sympathetic, listened and explained a referral to MSK to be made to further investigate and manage. Thank you

2022-08-15 17:46:43

Phone access is extremely arduous and frustrating

2022-08-15 17:58:02

Too long waiting time on answering phones

2022-08-15 18:10:43

Nothing! All staff are lovely. Never experienced such lovely treatment at every stage of appointment process

2022-08-15 18:19:47

The practice has been difficult to contact via phone.

2022-08-15 18:28:56

No boby following up my heart case

2022-08-15 20:08:36

Just change the phone hold music, please. Dr Carson, is patient and listens, there's nothing she can do better.

2022-08-16 10:21:22

Quicker response to phone calls.

2022-08-16 13:13:03

More receptionists to answer phones first thing in the morning.

2022-08-16 15:57:17

Dr Carlson is brilliant, however the nurse practitioner Lyn is a waste of space.

2022-08-16 16:12:42

Waiting on the telephone to make an appointment involves a twenty minute wait usually.

2022-08-16 16:18:17

The Statins I was prescribed I could not take they disagreed with me and I couldn't get thro on the telephone to you, I had to write a letter. When someone contacted me I was told not to take the prescribed Statins and they haven't been deleted from my repeat prescription list.

2022-08-18 07:16:47

The doctor was not the problem and was amazing and very helpful. But the receptionists do not answer the phone and in fact ignore it.

2022-08-18 11:22:36

The last doctor I saw was excellent.

2022-08-18 11:32:53

Nothing. Excellent practice with outstanding communication. Dr Robertshaw has been wonderful in particular.

2022-08-18 11:33:05

Great service and response. Proud that I have great GP services in Derby. Keep up

the good services. God bless you

2022-08-18 11:34:07

It took a while for my call to make an appointment to be answered, however, I appreciate that the NHS is extremely busy at the moment so understand why.

2022-08-18 11:37:36

To make sure I don't wait long ,

2022-08-18 11:40:44

Go back to using the waiting room I stead of waiting outside. I have seen several elderly patients struggling on the the street.

2022-08-18 12:31:56

Answering phone after 52 times got through

2022-08-18 14:39:16

Waiting on the phone is a nightmare needs altering somehow more staff,more lines the ability to ring the lanes .

2022-08-18 14:50:08

No response from reception team to book appointment. Increase capacity answer phone calls. Tried multiple times to get through in the morning and afternoon.

2022-08-18 15:09:03

I was happy with my appointment and the decisions the Doctor made about necessary tests but whilst I await the tests I was shocked to receive a letter informing me I was being removed from the patient list despite having been with the surgery for 52 years, the reason given was I'm outside the catchment area but I've lived at my present address 16 years. I now have to find a new Doctor and still haven't had the required tests so I'm very unhappy.

2022-08-18 16:04:25

It has taken 4weeks to do my medication review and when the surgery pharmacist spoke to me about my medication they have still got it wrong and not reviewed all the medications that needed to be done, the receptionist said the pharmacist would call either myself or my wife regarding this and we had no call back as yet

2022-08-19 09:59:01

Very friendly team

2022-08-22 17:47:16

Difficult to get through, lots of messing about trying to speak to a GP regarding a medication review. SO much easier when we could book online. Also never knowing what time a GP will call for a phone appointment- this is useless for people like me who work full time and can just take a personal call whenever our

mobiles ring. If you are going to insist that more appointments are done over the phone you need to have timed appointments like you would in person.

2022-08-23 06:24:50