**FEEDBACK - MARCH 2024**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 162 |
| Good | 25 |
| Neither good nor poor | 0 |
| Poor | 0 |
| Very poor | 0 |
| Don’t know | 1 |
| **Total Submissions** | 188 |

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| It was easy to make an appointment which took place on time. The member of staff was friendly and professional.  |
| On time and quick. |
| All was very good thank you. |
| Actually seen before time! Good care.  |
| Was seen promptly. Yvonne was professional, friendly and engaging. |
| Easy appointment booking. Was seen straight away, no long wait period. Very professional, as always.  |
| Dr Parrish phoned me in response to my online statement - I was then able to make an appointment to see him within a few hours. He was efficient and helpful.  |
| Dr Parekh is very patient and kind when I am uncooperative. |
| Always had a good experience with this surgery especially emergency appointments. It would be good to know what you do regarding annual health checks. Are these offered each year to everyone or only certain groups? Please can you clarify on your website. Many thanks. **ACTION: Please read on our website “Health checks” (under Services tab). Thanks for the suggestion.** (We offer free NHS health checks to eligible patients age 40-74, with further eligibility criteria, every 5 years. We will invite you for it. We also offer regular annual health checks (reviews) to patients on certain disease registers i.e. diabetes, asthma. We will invite you for this.)  |
| I think the treatment I get at the practice is very good considering the pressure they are under. |
| Very efficient response to last minute travel vaccination request. Thank you very much to the team! Very grateful. |
| Dr Parekh saw me on time and was able to reassure me on the questions I had asked him regarding my recent blood tests at Charing Cross Hospital.  |
| Receptionist dealt with me professionally and courteously. Even got an appointment that morning so fairly pleased. |
| My appointment itself was excellent however it was 15mins after the appointment time. |
| I went to the practice for a blood test which was carried out on time, efficiently and with courtesy  |
| Dr Urbaniak was wonderful and listened to my concerns and was reassuring checking me over and getting follow up sorted. So lucky to have St Albans - a most caring surgery.  |
| The admin staff are always very welcoming and helpful, and the medical team patient, informative and highly efficient. |
| I HAVE BEEN A PATIENT AT THIS SURGERY FOR MANY YEARS. AND APART FROM BEING GRATEFULL FOR THE CARE I HAVE RECIEVED OVER THE YEARS, EVERYBODY IS FANTASTIC ALL THE DOCTORS, NURSES, AND RECEPTIONIST. HAVE ALWAYS BEEN TREATED FANTASTIC. THANKS EVERYONE.  |
| Timely, bloods taken with no fuss, good atmosphere created by the clinician. |
| Quick booking. Appointment on time. Dr Urbaniak took extra time to explain different options for me. She was very professional and empathetic. |
| As always Reception staff very polite and helpful…My appointment with Yvonne was excellent as usual. I feel extremely lucky to have such a well run Surgery compared to a lot of people I know!Thank you all so much for all you do for myself and my husband. |
| Efficient, on time, courteous, Very good facilities, Pleasant staff.  |
| Punctual appointment. Very friendly nurse. Thorough check. Thank you. |
| The nurse I saw was lovely. Very friendly and informative.  |
| Punctual and friendly as usual. |
| Thank you all so much for all you do for myself and my husband. |
| Visited Yvonne. Very professional and caring. |
| Dr Monk was welcoming and supportive. She listened and I feel confident going to see her |
| I was treated courteously, listened to and my questions answered clearly. Further arrangements were put in place for follow up treatment.  |
| Ian took the time to listen and diagnose the pains I was facing, very accommodating given the short notice! |
| It was easy to make an appointment which took place on time. The member of staff was friendly and professional.  |
| Appointment was easy to make (same day) appointment was on time and dealt with satisfaction!  |
| Thorough examination of my son without any rush or feelings of time constraints. |
| Time keeping was great, Staff member I saw was friendly, polite and thorough with her checks and explanations. She also, explained my options in moving forward with my health. I am happy with the plan.  |
| I never have a problem booking an appointment and Dr Parekh been looking after me very well for over 20 year.  |
| The nurse was very good at her job nice lady gave me very good advice.  |
| Brilliant caring team. |
| The online booking app was intuitive and straightforward. Upon arriving at the medical centre, the automated workflow arrangement was impressive. Everything was punctual and well-organized. Thank you! |
| Dr Lucy Dormer is extremely helpful and kind. Great communication and caring attitude 🙂  |
| The young lady I saw was very thorough explaining everything as we went along very reassuring and genuinely friendly throughout. |
| Superb attention to detail from Dr Urbaniak. All questions answered thoroughly. Excellent communication. |
| I had a very productive appointment with Dr Parekh, with immediate next steps and a clear path forward in the coming weeks. He is highly perceptive and a good listener. And exceptionally professional.  |
| Expert advice from the diabetic nurse even though yesterday wasn't one of my best days, she took great care of me. |
| Times were good, Staff was helpful and informative. |
| I was seen promptly and Dr Parrish was polite and respectful.  |
| Timely professional polite HCA for blood test. Excellent GP practice in my experience. Thanks.  |
| Efficient, on time, courteous.Very good facilities.Pleasant staff. |
| I was seen on time and the doctor was very pleasant and interested in my problem. He arranged the next step and confirmed we should meet again after that.  |
| Dr Dormer is always very understanding and professional. She showed great interest and empathy with me as her patient.  |
| Dr Sally Monk saw me promptly. She was empathic, examined me and suggested further investigation.  |
| Dr Monk was very attentive and really listened to me.  |
| I was given plenty of time to ask questions. |
| I was seen promptly within a few days - no wait at surgery and excellent meeting with nurse Yvonne who took prompt appropriate action.  |
| The practice was able to give me a telephone appointment with a doctor on the same afternoon that I called to make an appointment. |
| Straightforward and efficient service. |
| Doctor was very understanding and helpful. |
| Really professional, all concerns followed up. Dr U was very thorough. Peace of mind. |
| Love Dr Parekh.  |
| The nurse was very professional and was able to answer all my questions. |
| Clean room, nice nurse, friendly and helpful receptionist. |
| I have been registered at St Albans for many years and nearly always had a great experience but the team now are the best ever. Dr Sally Monk is extremely considerate, attentive and open-minded.  |
| I was seen on time and the doctor was very pleasant and interested in my problem. He arranged the next step and confirmed we should meet again after that.  |
| I got an emergency appointment very easily, the receptionist was friendly and polite. The self booking worked fine - I was in and out very quickly. Dr was knowledgeable and dealt with my ailment.  |
| I've been going to this surgery for over 15 years and and I never stayed me wrong. Thank you Saint Albans medical centre and keep up You're fabulous work. |
| Although there was a 15mn delay in being seen by the GP, she was efficient, friendly and attentive to my needs. |
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| Easy to book an in person appointment.Excellent discussion with GP. |
| Very nice receptionist Amy. Doctor Urbaniak so helpful and understanding she is the best Doctor there. ☺ |
| Pharmacist reviewed my medication. Appreciate the care.  |
| Professional courteous timely. |
| Caring and knowledgeable you feel you are in safe hands. |
| Excellent service as usual. |
| Friendly considerate gentle Thank you. |
| The doctor was very attentive and interested in what I had to say.  |
| The doctor gave me enough time to explain myself. He listened to me and then delate with my problem.  |
| I was invited to an in person appointment which was easy to arrange. The appointment was on time, the doctor friendly and efficient and listened to me. I was able to have a follow up blood test the same day.  |
| Efficient. |
| Friendly, quick blood test. |
| The admin and the GP practice team are helpful and supportive. |
| The nurse who did my blood test was so experienced and friendly, it’s incredible. Simply the best blood test I had in 20 years. Didn’t feel anything, less than a mosquito bite! Unfortunately I forgot her name, I think the surname was Williams, but can’t be too sure. I think she is British, in her 50s. |
| Seen on time and with a welcoming smile. |
| The service I received from Dr Monk is second to none.  |
| App't was on time, friendly and very experienced nurse. |
| GP had very nice manner and dealt with my cough problem well. Also got back to me on the day which was good and I could get on antibiotics quickly.  |
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| I was seen on time and the nurse taking a blood sample was both friendly and professional. Many thanks. |
| Not long to wait and received good care. |
| My visit to the surgery is always pleasant. The staff very helpful couldn't ask for anything better. very well organised.  |
| Efficient thorough consultation with physio. Email with exercise plan sent shortly after. A query over medication was answered v swiftly. |
| Good caring doctors and ancillary staff, friendly efficient receptionists. |
| Prompt appointments and friendly and helpful staff at all times. |
| Good experience with my blood test, calming influence of Yvonne much appreciated. Appointment happened on time. Clear communication on the next steps.  |
| Very helpful. |
| Nurse spent a long time listening before giving most invaluable health advice!!  |
| Fantastic service.  |
| Oh... I tell everyone how lucky we are to have you. Dr Parekh is great anyway; a good old fashioned GP - that's a compliment! and the lone receptionist - under pressure - gave me a beaming smile as she explained the bloods appt hadn't got to the date i needed yet. it makes a difference.  |
| Nurse spent a long time listening before giving most invaluable health advice!!  |
| Super friendly, welcoming, and helpful receptionists. And Dr Sally Monk was very kind, empathetic and supportive.  |
| Appointment was on time and nurse was very friendly! |
| Easily made appointment online. My usual excellent nurse for blood test. |
| Usual excellent prompt friendly service from both the reception and the doctor.  |
| Weight issues picked up which is very helpful. Awaiting further discussion at next appointment. |
| I was treated with great care and compassion.  |
| I saw Emma, the Practice's physiotherapist on 29th Feb re my bruised foot. She was extremely helpful, & made useful suggestions such as having a precautionary X-ray at Kingston Hospital, plus applying Voltarol as an anti-inflammatory cream, etc. I followed her advice, & (3 days later) the Hospital has confirmed that nothing is broken, & I am feeling better. Thanks for your help, Emma! |
| It is an excellent medical centre - very good attentive service. There is no problem getting a doctors appointment within a reasonable time frame. |
| Dr John is patience and professional. I would like to comment on his experience to handle a vast range of health concerns. He is a very pleasant practitioner that boost a patient confidence and their self-reliant despite their poor health. |
| I had a query which was dealt with very effectively. |
| Emma has showed expertise in identifying the likely causes of my shoulder pain and provided adequate workouts treatment. |
| Noria was very efficient and professional, and most especially on time. In fact she was able to see me immediately on my early arrival. |
| I saw Emma, the physiotherapist. She was very thorough and easy to talk to. She sent me exercises to do afterwards. I thought she was excellent.  |