**F&FT – June 2025**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 83 |
| Good | 10 |
| Neither good nor poor | 2 |
| Poor | 2 |
| Very poor | 1 |
| Don’t know | 1 |
| **Total Submissions** | 99 |

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| Excellent advice and prompt treatment from GP - first rate all round.  |
| Was seen on time and appropriate advice given.  |
| It was very good to have a face-to-face consultation with Dr Ian Monk yesterday and be able to come away feeling much reassured. There was also kind help at reception regarding further tests.The flowers in the porch are so calmly welcoming --- and beautiful too! |
| * As a doctor’s surgery you have been excellent. However, I came into to book an appointment with the nurse who required a urine test. I asked for a sample pot as I did not want to make two journeys. The receptionist did not know what I wanted and when she asked someone else they said I did not need it. On Wednesday meet with the nurse who asked for the urine test. I explained what had happened. The receptionist used to be very good. Tracy was very helpful recently. Where have all the old knowledgeable staff gone? **ACTION: We are sorry about not providing you with a prompt, correct info. We are currently training our new receptionists. Thank you for your patience.**
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| Nursing staff of high standard. |
| * Because clinical care is no longer personal and seems to be done by text messages. **ACTION: It’s a personal view how patients are being contacted but you are always welcome to book an appt further to receiving a text.**
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| I am overweight & you guys are Helping me with this Thanks. |
| Able to get an appointment the same day. Easy check in, friendly and efficient staff.  |
| Excellent caring and helpful. |
| On time and professional. |
| I was attended to on time. The staff (Noria?) was friendly and professional! I left satisfied, excellent service! Keep up the great work! |
| Seen on time and appointment very efficient. |
| Quick response and referred to hospital for a test which was successful. Listened to me about prior experience of doing so. It was then done quickly by hospital before another treatment. The nurse was attentive and provided other advice during the session on checking breasts for anything, and other prevention issues l do not recall right now 😁 |
| I was seen promptly and any enquiries were answered with respect. A very personable nurse. Thank you.  |
| Very good and professional. |
| Easy to arrange an appointment and on time. |
| I was seen to on time and courteously.  |
| I have been a patient many years at this practice, and before it moved to its present site. I've never had a bad experience all the doctors, receptionists are fantastic 5 ☆ |
| Polite efficient reception staff. Professional and quick service and nothing too trivial. Both telephone and face to face appointments extremely quickly arranged and executed.  |
| I’m sorry never knew her name, it all went very smoothly.  |
| Receptionist was very friendly & helpful regarding my parking as there was no spaces left thank you. Bloods were taken by Yvonne as always with a lovely greeting and friendly chat. |
| Today I had a telephone appointment with Dr Ian Monk, he was easy to talk to and I felt that he really listened to me, as I had questions about my repeat prescriptions. Normally I would always prefer a female Dr. However, I would definitely request to see Dr I Monk, if necessary, in the future. |
| Professional and friendly.  |
| I have always had the most professional and welcoming contact with the staff at the practice. |
| Kind and professional HCA who was also helpful and supportive. |
| Yvonne is excellent. Friendly and professional. |
| From the visits I have done I have found practice to be efficient and GPs and staff provide a good service. |
| Exemplary visit where all my concerns were explained in detail allying any fears I may have had.  |
| Efficient and helpful. |
| Very helpful and pleasant GP. Thank you. |
| Very kind and considerate.  |
| Martha practice nurse consultation was excellent. She explained what injection was for - potential side effects in great detail. Very thorough & professional.  |
| So kind and friendly and made me.feel.at ease.  |
| * My hearing is poor, and my hearing aid has a fault at the moment. I had to explain this at the appointment. I ask staff to speak clearly so I don’t miss something being said. Also, when having blood tests or having my blood pressure taken, I usually have to explain about having had breast cancer on my left side. It would be helpful if these two important points could be included in my patient notes to avoid difficulties. **ACTION: We would definitely do that but we don’t have patient’s identity.**
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| Vispi Parekh has been our GP for over 30 years and has looked after myself, my wife, my son and daughter at various times in a very caring and effective way. Many of the other staff have cared for us in a similar fashion. My blood test was done in a relaxed and efficient way yesterday.  |
| Although student missed my vein, I do not hold that against her. Blood was successfully taken in the end! |
| Very efficient.  |
| Very kind, professional and quick... due the expertise of the Surgery Staff. |
| The best thing I did was to move Sain Albans Medical Centre.All staff are friendly and very helpful.  |
| Always dry helpful. Exceptional service. |
| Seen on time. Very pleasant and efficient staff. |
| Consistently professional. Very responsive. Very good people. |
| Yvonne , excellent nurse , found my vein very quickly . Dr Ian Monk , very helpful and empathetic, and responded to my needs very quickly and efficiently. |
| I feel the nurse (Natalie) took the time to assess me and see how I am getting on. |
| Natalie is extremely supportive, professional and proactive in discussing one's plan of treatment.... l appreciate her expertise.  |
| Excellent in all respects. Prompt attention. Repeat prescriptions are confirmed very swiftly. One of the best practices I have come across. |