**F&FT – FEBRUARY 2024 FEEDBACK**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 132 |
| Good | 14 |
| Neither good nor poor | 1 |
| Poor | 2 |
| Very poor | 5 |
| Don’t know | 0 |
| **Total Submissions** | 154 |

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| Same day appointment. Thank you. |
| Appointment was on time and the health care assistant was capable and friendly. |
| I was given a quick face to face appointment with Dr Parekh to discuss my blood pressure. Dr Parekh gives you plenty of time to ask questions and is very thorough. I feel very lucky to be registered at St Albans Medical Centre.  |
| Usual excellent prompt friendly service from both the reception and the doctor.  |
| Friendly and helpful receptionists.Accessible and accommodating in making appointments.Appointments run to time with no waiting. Very efficient system with Doctor who takes an interest, gives clear and informative guidance and advises on the next steps and the longer term picture. Peter, a satisfied patient. |
| Treated courteously and efficiently by both receptionist and nurse. Thank you. |
| Saw me on time.Staff polite.  |
| 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.  |
| I was called back within two hours and prescribed cream for my son’s skin problem.  |
| You are always given time to explain from the initial call for an appointment to your meeting with any of the doctors. They are all excellent.  |
| Easy to make an appointment and seen on time. |
| Dr Parekh is excellent and so friendly and helpful. The reception staff, however, are not so friendly.  |
| Always helpful and knowledgeable.  |
| Very efficient in every easy. |
| I was exceptionally pleased. How I was treated. |
| Having an in-house physiotherapist is so helpful. I attended last week for advice on how to support osteoarthritis in my hand. The physiotherapist spent time answering my questions and giving advice. I was also able to ask a couple more questions about another I Vern and given advice.  |
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| Prompt and courteous treatment.  |
| I had appointment for vaccine appointment which happened on time and by a professional nurse.Thank you very much. |
| Dr Parekh is a great GP. |
| Seen on time, polite and informative. |
| Overall, I have received consistent excellent service from this GP surgery. I am very grateful to everyone who works as part of the team here.  |
| I felt that Dr Venus Ameen was very thorough and I felt very well looked after. She is a credit to your surgery and I have recommended her to friends and family.  |
| We're very grateful to be able to get such quick appointments and doctors and nurses are always competent and nice. Reception team are also very helpful.  |
| The addition of the Monk's has been very beneficial to the local community. Thank whoever made that decision.  |
| Very good service. |
| Prompt service carried out very well. |
| Thx as always efficient & helpful both receptionist on phone & GP. & thorough physio check Thankyou  |
| I have been with this surgery for years and they’ve always treated me well and I trust them.  |
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| Requested an appointment on the same day. Doctor Parekh was lovely with my mum.  |
| My appointment with my GP went well. I felt heard and we agreed a course of action which works for both of us. I was unable to email my GP some supporting material, and the reception helped me to understand how to interact electronically with the practice in future.I was able to make subsequent appointments to enhance the decisions we had made. |
| Seen on time and problems all sorted. |
| As usual my appointment with the nurse Yvonne was very good.Yvonne is such a true professional- always puts your mind at rest and nothing is too much trouble.Thank you Yvonne… |
| I usually get to see my preferred doctor. Appointments are usually easy to book, usually within 10 days.  |
| Can always get an appointment friendly staff have moved with the times and made technology work while keeping the old trusted values people except from their doctors. |
| Nice and clean reception, good availability of appointments, friendly staff and doctors.  |
| Excellent experience. |
| Faultless service. Best I’ve ever had by a long way. Thank you all. |
| Punctual and informative session. |
| Seen quickly excellent professional assessment and referred immediately to the relevant department. Then followed up to make sure I sent the correct information to the right department.  |
| Excellent GP surgery. Well organised, easy to get appointments and doctors give you time to discuss issues and are thorough.  |
| Saw the Diabetes nurse for a very satisfactory appointment. The nurse was very knowledgeable, friendly and helpful. I couldn’t ask more.  |
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| Emma the Physio was very reassuring and helpful and sent me exercises to strengthen my back . If I needed to talk or see her she encouraged me to call the surgery. |
| All the Doctors & staff at St Albans are invariably friendly, helpful, thorough & pro-active. I saw Yvonne the Nurse on 16th Feb, who definitely fitted all the adjectives above - thanks! |
| * I find your services around musculoskeletal skeletal issues baffling. The practice will not refer for physio stating that the waiting list is so long as to be not worth referring. I am experiencing this in an area which means my walking is becoming more and more difficult, often impossible. Interestingly for another problem I had, I was forced down the private route because pain became unmanageable. I had scans and was advised to have an injection but that I may need surgery, the problem had worsened to such an extent. Your practice then referred me for nhs physio and it solved my problem thankfully. It was a very long winded and expensive route though. **ACTION: We are sorry about this experience. Usually most of musculoskeletal problems get resolved through seeing out in-house MSK physio. Hence, often there’s no need to refer to external organisation. Unfortunately, it seems that although we tried, we could not help.**
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| Dr Ian Monk paid attention to my condition and took it seriously and organised for me to be admitted to hospital for immediate treatment. |
| My treatment at the surgery is very good and the doctors and nurses are very supportive.  |
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| Yvonne is fabulous.  |
| Prompt efficient and welcoming. Excellent all round service from receptionist and onwards.  |
| Fast to get an appointment and doctor very good. |
| Booking process (in this instance) was simple and straightforward. I was a little late being seen but it wasn’t long … and to be expected! I would rather wait a little than have someone’s appointment cut short. Yvonne was …. As always, pleasant and efficient.  |
| I was seen on time. The nurse was friendly and efficient. |
| Very polite and gentle very nice nurse.  |
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| Oh ... we luv you: the App makes it efficient time wise for me and for you. I had an early appt, got in before time, the Practice Nurse was friendly, efficient, kindly, personable. I'm always telling people how lucky we are with our Surgery! |
| Doctor met my expectations and I was happy with his procedure. |
| I didn't have to wait to long to see Dr Parekh. He is extremely helpful to me over the years. The surgery is always run very well.  |
| Saw doctor Parekh, as always he puts me at ease talking to him as he explains things to me and always makes sure l’m clear about everything and never rushes me, l’ m very lucky to have him as my doctor. The ladies on reception were as always very smiley, polite and helpful.  |
| The young lady was very efficient and very helpful and courteous when answering my questions concerning my high blood pressure readings. She showed concern. |
| Ms Panchal was professional in diagnosis and addressing treatment needs.  |
| The nurse was very efficient, informative and a very good communicator.  |
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| Everything was on time!I am always keen on good timekeeping! We must all respect Time.  |
| I can’t fault the surgery at all. I never have to wait long for an appointment and am always treated well. Wouldn’t want to go anywhere else. |
| Dr Parekh was a very good listener. Very sympathetic GP. The staff at St Albans are always friendly and approachable.  |
| I am very pleased the way i was attended by nurse with her professional approach.  |
| The reception staff were very friendly and approachable and my time in the clean and tidy waiting room mercifully short. Dr Parekh was very thorough and kind, did not feel like I was being rushed in and out at breakneck speed.  |
| I was very impressed that I was seen right on time. The nurse was very pleasant and informed me of what I should know so thank you very much. |
| Appointment easy to schedule via the app, good availability and efficient consultation.  |
| This was my first appointment with Dr Ameen. Her approach was first rate. She showed empathy and sympathy and she was very logical in reacting to my situation. I was highly impressed and also grateful. |
| Friendly call centre. They are always very helpful and efficient. |
| Saw Dr Ian Monk. He was thoughtful and, after examining my first child, checked my second child even though our appt was just for one. He listened and gave helpful advice.  |
| Dr Ian Monk was very clear and helpful in discussing with me a number of medical concerns I had. |
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| I would like to thank Dr S Monk, she has been excellent with my ongoing health issues. Making sure follow up appointments are arranged. |
| The appointment was on time and self-checking system works very well.  |
| After receipt of the test result from the hospital St Alban's acted quickly to contact me. Thank you |
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| Always helpful and always quick when needed. |
| Dr Parekh is an outstanding doctor who listens, provides excellent feedback and guidance. He has provided my family and I with exceptional service for many years. Highly recommend this practice. |
| Friendly, helpful and knowledgeable medical team. |
| Yvonne is excellent. And so nice to talk to.  |
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| I had a blood test with the nurse, all satisfactory.  |
| The appointment was on time, and the procedure was very smooth. The nurse was experienced and made sure that I was in completely comfort.  |
| Time given to discuss my concern.Two follow up recommendations, X-ray and physiotherapist to improve the medical concern.  |
| The appointment was punctual and professional. All I could have hoped for.  |
| On time, efficient, and Joanne was very friendly and professional.  |
| Very quick appointment given.Seen promptly.The nurse was very friendly.  |
| Time given to discuss my concern.  |
| I can always see a GP when I need to. All of the GPs at the practice is knowledgeable and have a kind manner. They make me feel listened to. |
| Dr Parehk has looked after the family healthcare for tens of years. A delightful person.  |
| Quick access to an appointment and my issue was dealt with sensitively and efficiently. I had a rapid response after being referred to the hospital.  |
| * I went for a blood test which is a doctor requested. The nurse refused to do it. She Believe it is not very necessary. even if the doctor requested for it I have never experienced this in my life. By the way, her name is Yvonne. **ACTION:** **to speak to Yvonne**
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| * Doctor was rude and felt uncomfortable opening up with him. **ACTION:** **Apologies. All patient’s comments are being shared with all staff.**
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| The appointment was excellent, very thorough. Manner of muscular therapist and student excellent and follow up with exercises to do at home much appreciated thanks.  |
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| Natalie was extremely good, easy and informative to talk to not just about cholesterol but also looking after my remaining kidney - practical advice from hospital having been scant to say least since donation. |
| I saw Dr Parekh, he was very thorough sorting out my problems and as always listens to my worries and put my mind at rest. As a family we are very lucky to have this practice, the ladies in reception are always nice and polite and helpful. When l’ve needed the nurses they have always been nice, l can't thank them enough for helping us.  |
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| After my examinations the Dr advised what I had to do and what she was going to do as regards referring me for two different clinics, one of which more urgent.  |
| We got an appointment easily and were seen promptly. The doctor we saw was thorough in both his questions and his answers/explanations. While his general demeanour is ‘no nonsense’ he was kind and patient.  |
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