**FF&T – MAY 2025**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 75 |
| Good | 7 |
| Neither good nor poor | 2 |
| Poor | 0 |
| Very poor | 0 |
| Don’t know | 1 |
| **Total Submissions** | 85 |

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| Friendly efficient staff. |
| I have been registered with St Albans surgery for few years now and ever since my experience with all the Doctors and all the other staffs been very good. Their approach is very understanding and very polite. Thank you all. 👍👍👍 |
| * Seems to lack organisation - health assistant/ nurse did not know the reason for the appointment

Which included a blood test and so spent time asking questions as to what the blood test was for/ who asked for it. **ACTION: We are sorry for this experience. We always aim to respect patient’s time and take** **bloods for multiple reasons (i.e. meds reviews, chronic conditions reviews) at a single appointment so that** **patients do not need to come several times. Therefore, sometimes it’s not straightforward to know that.** |
| Noria was very professional, efficient, informative and l was seen early! |
| Staff are kind and professional. It is easy to book an appointment, and you feel cared for.  |
| Efficient. |
| As usual excellent and prompt attention.  |
| Lots of advice, very helpful, excellent doctor. |
| Dr Parrish was very kind and efficient and explained things fully to me in order to get a blood test booked in. |
| The nurse who did my bloods was excellent and very caring.  |
| I saw diabetic nurse Natalie Blackie yesterday and although the result of my blood test was not what I washoping to hear, the nurse was patient and sympathetic. |
| Quick & efficient. |
| Friendly and helpful staff who explain everything and every question I had. Yvonne the nurse is always fantastic.  |
| Dr Ian Monk is a very kind, caring GP |
| Call waiting system good.* Response poor, saying busy and deflecting query when in this wasted time could easily

have solved query. **ACTION: We would like to investigate this further, if you can get in touch with us directly.** |
| Medic/patient interaction is always friendly, meaningful and encouraging. Appointments can generally be made conveniently.Overall the practice has always made me feel valued and prepared to do the best to keep me healthy, happy and smiling.  |
| Very knowledgeable gentle kind. |
| The staff at St Albans Medical Centre are friendly and helpful.Dr Lucy Dormer was very supportive, helpful and dedicated, making sure I have received all help needed from other health professionals (Medical Day Unit and a Gynaecologist at Kingston Hospital). |
| The nurse was lovely and made me feel very comfortable for my first cervical screening! She explained everything very clearly. |
| Seen promptly. |
| Exemplary process from the friendly reception to the engaging professional nurse. |
| Perfect. |
| The staff I encountered on the day of attendance were very helpful and professional.  |
| I cannot fault the care, professionalism, and promptness of St. Albans. Dr Monk, Lucy Dormer & every team member encountered are a credit to themselves, the practiceand our fantastic NHS.Please include an 'excellent' or 'outstanding' rating tick box option. I would have ticked these had they been available. My sincere thanks to you all. Your level of care, dedication, and fast & efficient service delivery is outstanding and very much appreciated by me. |
| Quick friendly service. Nice, neat waiting room.  |
| I had a face-to-face appointment with Dr Dormer. She put me at ease and really engaged with me, not looking at her computer all the time, she listened and explained everything thoroughly. Thank you |
| Desk staff were helpful & pleasant, the doctors likewise; ditto the nurse on another recent occasion. (I only recently learned that Dr Parekh had retired - I hope he has many years of well-merited older age!)The practice waiting room is comfortable - and enlivened by beautiful photographs of the local area (as well as the usual information boards).  |
| I have recently seen Dr Ian Monk who was both very professional and very helpful and considerate and made me felt at ease.I have also recently had a blood test with nurse Quintero Munoz who is always very friendly and professional and easy to talk to.My daughter recently seen Dr Urbaniak and she was also very helpful and patient. |
| Prompt attention and friendly attitude and highly competent. |
| I was seen promptly, and the GP answered all my health questions clearly. |
| Very happy with receptionist. Very polite and attentive. Nurse who attended me was also very much helpful and answered my questions thoroughly. |
| Every time I have the need to visit the doctors, I always receive a straightforward and efficient service. |
| Always providing excellent help. |
| The appointment was on time. The nurse is very friendly.  |
| Easy to get an appointment, including with the physio, who has the time to do a thorough exam, and give advice you can use straight away. |
| Excellent response and attention given by the two doctors I saw today. |