**F&F FEEDBACK REPLIES – NOVEMBER 2023**

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| **Response** | **Count** |
| Very good | 150 |
| Good | 24 |
| Neither good nor poor | 4 |
| Poor | 1 |
| Very poor | 2 |
| **Total Submissions** | 181 |

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| Reception staff are always very helpful and friendly. No lengthy waiting for telephone to be answered.  It is always easy to arrange to see or talk to the doctor. Any problems I have consulted about were  Skilfully dealt with.  The covid and flu injections were superbly organised. Thank you all |
| Reception staff are always very helpful and friendly. No lengthy waiting for telephone to be answered. |
| I rang first thing and got an appointment straight way the same morning, you can't really ask for  anything better. The reception was efficient and welcoming, the doctor thorough and understanding. |
| On time appointment. |
| I never feel my appointment is rushed. The doctor is always focused on me and knows my clinical history |
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| Easy to get an appointment, prompt and useful service. |
| Seen at expected time. Healthcare practitioner acted accordingly - competent, cordial and professional. |
| I could get an appointment readily. I only had to wait a few minutes to be seen.  As usual, a very good service and all staff very pleasant. Thank you |
| I do not believe that telephone conversation is the best way to treat a patient.  No blood tested nothing and you prescribe medication. No side effects discussed.  Not looking at the overall condition of the patient. **ACTION:** We offer a mix of Tel/F2F appts and we convert slot  types as required. We monitor lots of blood tests on a regular basis where patients on medication. We would  like to investigate this further if the patient could contact us directly. |
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| Excellent quality of service |
| * I find Doctor Ian Monk to be a good GP. He spent some time with me which I appreciated. |
| Excellent service as always. Seen with an appointment within less then 24 hours.  Not like some nightmare stories heard about other GP services where it can take weeks to be seen,  which seems to be the norm nowadays. Feel very lucky and grateful that have a medical  centre with amazing GP’s and services. |
| I rang the surgery hoping to speak to a doctor concerning a new prescription and was given a  telephone appointment later that afternoon. I was very pleased as I was able to have the prescription  ready to collect from the pharmacy over the weekend.  I was also pleased that the doctor took time to address my questions about the new medication  and gave advice on initial dosage. |
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| I was attended by the nurse in time and the reception staff was very helpful. |
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| * Dr Ian Monk was friendly and professional and put me at ease.  It is always easy to book an appointment and the administrative staff are friendly and helpful. |
| Rapid service very friendly and helpful |
| Extremely knowledgeable young lady and very pleasant and kind |
| * Phlebotomist executed everything very professionally. Thoroughly explained all the tests and   double checked the correct ones were as required. Calm and assured.  P.s. the new full uniform looks very crisp and clean and the shade of green reminds me of the  finest clinics in Europe. Thank you. |
| Very fast, punctual and efficient blood test. Thank you. |
| Everyone is always very helpful and the practice gives very good care. GPS are very knowledgeable  and responsive. |
| Unfortunately Dr Parekh was not aware of my previous visits to the surgery and the whole history.  It seems as if I had to start explaining everything afresh (blood pressure, referral to neurologist).  I was also advised that I would get 24 hour blood pressure monitoring device attached to me.  I was supposed to get contacted on request of Dr Amin. This has not happened so far. **ACTION:** We would like  To help but we don’t know the name of the patient. |
| It is always so good. Staff and doctors so kind and understanding. |
| As usual, swift to respond, friendly, encouraging and helpful. |
| Excellent service. Kind and caring Doctors & Staff. |
| Always get appointments when you need to see the doctor. |
| * For the first time I met Dr Ian Monk who was very kind. |
| Always so straight forward to get an appointment here. So different to my personal experience  with my mother's surgery and also what you hear in the media. A great well run practice! |
| Friendly, helpful, competent staff |
| * As always Dr Parekh is incredibly competent, professional and kind. My husband and I feel so   fortunate to be able to access such good health care. |
| I've always had exceptional service at the medical center and consider myself very fortunate to have  access to the facility. The flexibility of early morning or early evening slots is brilliant. |
| * I was very pleased to be sent to casualty Friday evening as I was in urgent need of hospital intervention.   I would like to thank Doctor Monk very much. |
| Was seen quickly. DR listen and treated me very well. |
| The lady Doctor I saw was very helpful, she even came down to reception to make sure, what I needed  was given to me. |
| Friendly no caring nurse! |
| Very efficient and friendly |
| The nurse who carried out the procedure of taking blood samples was kind and friendly. |
| Very helpful. Friendly and kind - put me at ease. Very proactive and supportive. |
| My appointment with the doctor was good, she listened to my issues & discussed very carefully. |
| * Very helpful desk staff, always willing to assist kindly as for my favourite Doctor Urbaniak who’s so   attentive and very eager to help. Thank you so much to you all. |
| Nurse was very nice. |
| Same day appointment and prompt attention. |
| My appointment with the doctor was good, she listened to my issues & discussed very carefully. |
| The appointment was punctual and professional. All I could have hoped for. |
| Pleasant nurse and receptionist |
| * I had an appointment with the Nurse Natalie. As always she was on time with the appointment,   very professional, helpful with all my questions and just brilliant. |
| * The reception is very kind and patient even when under pressure. They try to accommodate when   you have a need. I found efficient doctors especially Dr Parrish, he's well informed. The nurses I've  seen are experienced and friendly. Thank you |
| Prompt, welcoming, supportive |
| Phoned the surgery at 08:45, had a face to face appointment with doctor at 10:00.  Got referred for minor surgery procedure with another doctor, got an appointment the same day  at 14:30, got seen and booked in for surgery next Tuesday. This treatment couldn’t be bettered. |
| * Dr Dormer was professional as always and provided me with great advice and resolved my concerns. |
| Friendly staff. Impressed to get same day telephone appointments. Great that there is now a  Physiotherapist in the practice. Follow up from the GP is brilliant. Thank you |
| * Nurse Williams - professional, courteous, great bedside manner. |
| Excellent advice on vaccinations |
| Prompt, welcoming, supportive |
| It’s on time and the surgery very clean. |
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| Always get looked after when either myself or my Husband have visit or call on the phone.   * All the ladies are amazing on the front desk & nurses. We want to mention Tracy & Sue on the front desk.   Always happy to help. Best surgery in Kingston 😃 |
| Very friendly, Very knowledgeable, Was able to answer our questions |
| Excellent professional and caring service. |
| Very helpful and pleasant nurse I saw |
| Appointment promptly kept. Friendly, helpful nurse. |
| Good examination with comments of exam and follow up |
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| The doctor failed to turn up ‘without explanation’. I was informed by reception staff  (who were very apologetic and placed in a difficult position) about a minute before my appointment. **ACTION:**  Apologies on behalf of ? doctor. |
| just the best GP practice |
| Appointment with dietician was poor. They were providing diagnosis and advice without  understanding the symptoms. **ACTION:** (awaiting reply from dietitian) Appointment with Dr Monk was less than satisfactory as referral was incorrectly submitted and  therefore rejected for second time. I requested a referral to a different organisation which was  agreed with Dr Monk then not accurately processed. **ACTION:** (awaiting reply from Dr.) |
| * Very good consultation with Noria, clear advice, with useful details, and with some indication of   what the consequences might be if changes are not made. |
| * The reception staff were friendly, the sign-in machine worked efficiently, and my appointment   was on time. Dr Parrish listened carefully to everything I said, examined me thoroughly and  arranged a battery of tests. I could not ask for a better experience. |
| I was in on time and the nurse was lovely. |
| Good examination with comments of exam and follow up |
| Very happy after my visit.  Feel well looked after and listened to. |
| * Dr Parekh excellent, as always, and so helpful of the nurse to fit me in for a blood test without   having an appointment. |
| * Natalie was well prepared and the call was completed efficiently and with her usual friendly manner |
| * Yvonne was very helpful and supportive regarding statins |
| * Was booked in for blood test with Yvonne who is always tops for me taking my blood.   Never have any bruising or issues at all. I also needed to make an appt to see Dr. Parekh and was given  one within an hour for which I was very grateful. Thank you so much Tracey. |
| I requested a telephone consultation and got it quickly. I then needed a face to face appointment  and got that within the hour. I was very pleased that I was able to get these appointments.  I appreciated the new pictures in the waiting room too. |
| Friendly, helpful staff |
| No long waits and lovely friendly nurse taking my bloods very painlessly - what more could u  possibly want from a visit to the GP |
| * St Albans Medical is such a well run and efficient practice. I seem to get appointments whenever   necessary and am well looked after by the doctors and staff. I have just had a consultation with Yvonne  Williams to have some tests and discuss my medications. As usual she was very welcoming and thorough. |
| Always able to get prompt appointment and GPs very understanding |
| * Dr Dormer is probably one of the nicest and most efficient GP I’ve ever met. Very personable yet   professional and organised my private referral in rapid time. She even called to double check I needed it.  Receptionists are also really great in accommodating appointments and calling back when  they say they will.   * Dr Sally Monk is also really good. Literally best GP surgery I’ve ever been registered with! |
| Efficient friendly and helpful |
| * No delays l was called in on time. Emma the physio was thorough on her diagnosis of my   shoulder pain issue. |
| Had to wait a long time |
| I feel at ease from practitioner careful examination. Overall a good experience staff are very professional. |
| Very quick service got what I needed |
| Kind and caring doctor who always alleviates my worries and reassures me. |
| * Dr Ameen had already looked at my file before, phoning me. This allowed me to discuss my current problem   with her understanding. She was good at listening and gave me considered answers and additional help.  Thank you Dr Ameen |
| Excellent service as always. |
| Excellent bloods by Nora |
| Very good and prompt appointment in and out in no time always helpful answering my questions |
| * Always manage to get an appt in a reasonable amount of time. Dr Parekh is wonderful! |
| I get appointments with my preferred GP whenever I need them and I am confident in the service that he  provides. Been with this practice for 50 years. |
| Punctual and friendly. |