**F&FT - APRIL 2025**

|  |  |
| --- | --- |
| **Total By Response Type** | |
| **Response** | **Count** |
| Very good | 55 |
| Good | 7 |
| Neither good nor poor | 2 |
| Poor | 2 |
| Very poor | 0 |
| Don’t know | 0 |
| **Total Submissions** | 66 |
|  |  |

|  |
| --- |
| Natalie the nurse was lovely. She is very kind and administered the injection gently.  She informed me of my vaccinations that will become due again in the future. |
| As always, my visit to the surgery, was very easy, professional and friendly and the advice given about  my travel plans very informative. |
| The staff are always very helpful and caring and the medical care I receive is always of a high quality. |
| I called on 16th for blood pressure monitor results and was told I would be called back on a few days,  it is now 28th and still not been contacted about them, which is disappointing. **ACTION: Please contact us**  **directly as we cannot resolve this without patient’s details.** |
| I was seen well on time and she was very friendly and professional. |
| Always professional, punctual and courteous. |
| The staff are always very polite and helpful.  I always manage to get an appointment when I need one. |
| Nurse was excellent. Took the time to explained. |
| Saw me quickly, staff excellent. |
| On time, efficient and friendly. |
| My visit was courteous, prompt and professional, couldn’t fault anything, it was a pleasure! |
| Doctors and staff are very helpful and patience. |
| Dr listened and advised. |
| All quick and easy. |
| They look after me and were very quick to respond to my letter. The nurse i had is always a joy. |
| As always in this practise a very friendly and professional service was provided. |
| Seen on time for blood test. |
| Took 6 attempts to get my blood. **ACTION:** **We are sorry on this occasion it was not straightforward**  **to take a blood sample.** |
| This surgery had always looked after me and because I have health anxiety, sometimes quite badly,  they always take my health concerns seriously and for that I’m extremely appreciative. Would recommend  to anyone and everyone I know! |
| Good service. |
| Polite, knowledgeable and timely. |
| Natalie was clear and concise. Reassuring and professional. All sorted in good time. |
| I have always been most satisfied with having Dr. Parekh as my family doctor and was most sorry to see  him leave the practice for his well-earned retirement. |
| I really appreciate the efficient service given, appointments for tests and ECG set up quickly and  referral for further tests/scans. It has been hugely reassuring for me to talk to Dr Monk and to get his advice. |
| This comment is based on my experience of a routine blood test and the feedback provided. The nursing  assistant was excellent. She conducted the blood extraction skilfully, and with the  minimum of discomfort. She was polite and friendly. A message arrived the following day from one of the  doctors and it contained useful feedback. |
| Seen quickly by Dr Sally Monk who understood my mother’s issues and was knowledgeable and sympathetic. |
| Natalie was very informed about our vaccination requirements for our upcoming trip. Also, very personable  and helpful during our visit. |
| Always get an appointment staff very friendly and the Doctors that I’ve seen are very thorough. |
| Excellent efficient service. |
| The surgery is always so responsive and helps me a great deal with my autistic, learning disabled and  Type 1 diabetic adult son. |
| I was attended to by a very pleasant healthcare assistant. |
| Very friendly and helpful staff. I also had my blood taken for testing and it was super quick and painless.  Happy with my experience. |
| Also, the staffs are very helpful and friendly, also Dr Ian Monk is so approachable and professional.  Couldn't thank them enough. |
| Dr Parekh has been a 🏆 GP. |