**FRIENDS & FAMILY FEEDBACK – JANUARY 2024**

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| **Total By Response Type** | |
| **Response** | **Count** |
| Very good | 159 |
| Good | 25 |
| Neither good nor poor | 2 |
| Poor | 1 |
| Very poor | 3 |
| Don’t know | 1 |
| **Total Submissions** | 191 |

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| Immediate appointment. Excellent speedy response and support by Dr Dormer for medical problems.  Couldn’t ask for more. |
| Yes a very good response from the Doctor all my requests were dealt with. |
| Asthma check was informative and reassuring. |
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| This is the first time I have not found this procedure unpleasant - Ms Gallagher was professional, gentle,  friendly and informative. |
| I was running late due to traffic and the staff were very helpful and accommodating. |
| The practice is always helpful in arranging appointments. Dr Sally Monk has been attentive to my recent  blood pressure issues and the treatment thereof. |
| Mrs William was very efficient and put one to ease. |
| I was very pleased that the appointments were made without delay, initially over the phone and the follow-up  was booked by the doctor. |
| Had a painless, informative blood test with a friendly specialist. |
| Excellent as always. |
| I arrived slightly early was seen by the nurse very quickly. She was calm, friendly, helpful, and carried  out my blood tests without any issues. |
| I had my annual Asthma check yesterday, 25.01.24. This was the biggest waste of time I’ve had for a very  long time! I always find these checks very useful and informative but the one yesterday was a real let down! The asthma nurse looked very unprofessional - both in appearance and in substance plus her command  of English language was not acceptable, certainly not for someone in her important position. The enuresis spent most of the time fidgeting on her chair - couldn’t get the height right, kept playing with  the livers on the side of it but it was like an episode of ‘Carry on Nurse’! As far as the actual Asthma  check was concerned - she kept looking at her computer and coming up with the odd sentence in her  broken English which at times made no sense! The only useful thing from the whole appointment was that  my blood pressure was fine! **ACTION: we will share this feedback with the asthma nurse and we will**  **try to make improvements so that our patients have a better experience next time.** |
| Dr Urbaniak is always really helpful and the receptionists great too. |
| The physio at the surgery is very good and thorough. |
| Excellent service no doubt saw physio Emma Harrington and her assistant examined me thoroughly and  sent me the exercise plan. Very professional. |
| I had an appointment with Dr Urbaniak and doctor Harrington with young specialist (maybe trainee).  All team was exceptionally friendly, professional and helpful. Thanks to them I am reassured and have a  plan of actions to get better. Receptionist was quick to find best option for appointments. Thank you, team! |
| Staff at reception responded empathetically and speedily to my urgent medical request to see my GP. |
| I recently saw Practice Nurse Priscilla re an operation on my ankle and foot. She was first class.  Effectively assessed the wounds and was friendly and supportive while being very efficient. |
| Excellent exam & advice for pain in hip. Thx to the physio sorry didn’t get her name! |
| Reminder from the Surgery helped in keeping up |
| Prompt and excellent as always. |
| Friendly helpful service from all the team |
| Absolutely amazed to get an appointment on the same day I called. Very happy with consultation and outcome |
| I had to ring because of my blood test results etc, he explained everything to me about the increase of  one my medications etc he was very thorough. I was very pleased with the service. |
| Since my consultation and deposit of my urine sample I have received no feedback from you, neither have  I been contacted by Kingston Hospital. **ACTION: The Practice does not inform patients about all**  **Results, only where a follow up is needed. Patients have still got a responsibility to chase their own**  **results by contacting the Practice or viewing their own records online. Patients are encourage to chase**  **their own Hospital referrals. Once the Practice refers a patient to a hospital it is beyond their**  **remits to overlook hospital Appointment bookings.** |
| The doctor rang me back and answered my query quickly and clearly. |
| The staff extremely helpful and polite. I was the same day as requested. |
| Thank you from my heart to all the staff at St Albans we are so grateful for this incredibly professional  friendly service you provide . Thank you so much Dr Dormer for looking after me yesterday and your  reassurance and sorting my referrals . |
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| Very good service got no complaints about the doctors or the receptionist we’re being members of this  doctor surgery For many many years. We are very happy with them I would not think of looking elsewhere. |
| I got an appointment same day and was seen to promptly when I got to the surgery.  Dr Monk was helpful and arranged for a prescription at my local pharmacy which was ready for  collection within the hour. |
| Had an emergency appt late Friday Dr referred my directly to hospital via an ambulance was very caring,  helpful and supportive. Thank you |
| Axiomatic |
| Dr Monk was very approachable and helpful. I look forward to meeting him in person. |
| The nurse was lovely, very positive, kindly and encouraging. |
| I can get an appointment quickly when I need one. I have a long standing relationship with my GP  and I trust his competence. |
| Excellent service as usual |
| Good afternoon, every time Dr. Sally has helped me, I have been happy since she is effective with the  medications and is always kind and explains the treatments very well.  Thanks you very much for the great support |
| I've never had a problem getting an appointment and found all the staff to be nice , friendly and professional |
| Doctors are exceptional. Booking appointment system not the best. |
| I found that the nurse was very friendly and informative |
| Dr Monk very helpful. I’m really grateful. |
| The surgery is top dollar. Yvonne the nurse is very gentle and understanding Dr Parekh also the  receptionist’s are always helpful and in my experience do the best for the patient |
| Outstanding service from all at the surgery. Most satisfied with everything |
| Dr Sally Monk is amazing. Never feels like she is rushing you |
| Seen promptly. HCA? very friendly. |
| Seen on time. Painless injection all very quick. Very nice HCA |
| Always helpful & provide constructive advice. It is also nearly always easy to get an appointment on the  phone or F2F - much appreciated ! |
| Doctor Parekh is an excellent doctor and I was able to make an appointment to see him at short notice. I also appreciated him chasing my chest x-ray results as I experienced difficulty breathing which I found  concerning. |
| Blood test on Thursday and appointment with comprehensive feedback on Monday. What is there not to like.  Thank you. |
| Dr Parrish is always so understanding and efficient when helping my severely learning disabled, autistic  and Type 1 Diabetic. |
| Timing was perfect! And Emma , the nurse was very helpful in assessing my problem. Thank you |
| Very satisfied with appointment.  Staff and GP very helpful |
| Noria was proactive and obtained an emergency appointment with Sally Monk - Sally gave me clear  advice and a way forward. Thank you to Noria, Sally and the front of house staff. |
| I was seen in good time and everyone was helpful |
| I came in for my blood tests as usual. I asked about a urine test & was told no, I explained I'm disabled &  cannot afford taxis to get there often, I try to make appointments on the same day if possible.  I wasn't very well that day after having a seizure during that night but knew I had to make it in, I had a  friend accompany me as I was very wobbly, we got back home when I received a phone call an hour later  asking me to come back next week with a urine sample, but I can't. I don't have the funds to be able to do  that I'm on limited money. **ACTION: The Practice will be happy to investigate this further if this patient**  **contact the Practice Manager directly. It is difficult to do so with this single comment.** |
| My son & I had a telephone consultation as my son is autistic & finds meetings very unsettling, we went  through the questions together & was very pleased Dr have him time to say things in his own time. |
| Always able to book an appointment either via telephone or face to face. |
| Doctor Parekh is an excellent doctor and I was able to make an appointment to see him at short notice.  I also appreciated him chasing my chest x-ray results as I experienced difficulty breathing which I found  concerning. |
| Friendly staff very knowledgeable nurse. |
| Fortunately l don't need my doctors to often but when l do the ladies on reception are always polite  and helpful, the surgery is kept lovely and clean and bright, and Doctor Parekh is brilliant and always  very thorough and puts my mind at ease, my family and l are very lucky to have this surgery to call upon. |
| I saw Kemila Goppy the physiotherapist as referred by Dr Monk. She listened carefully to my concerns and  made a thorough examination. Her diagnosis was clear and reassuring, giving me advice on how to  manage and hopefully improve my shoulder . I was promptly sent exercises and told to come back  with any concerns. There wasn’t any feeling of a time limit which enabled me to ask questions. |
| All went smoothly!! |
| Friendly staff, relaxed waiting room, lots of information |
| Everyone at the practice is very professional, knowledgeable and helpful. They have always been very  caring and supportive towards me. |
| Friendly call centre. They are always very helpful and efficient |
| My appointment was carried out in a timely, friendly manner. |
| Consistently helpful, sound advice, excellent comms. |
| Dr Dormer was very caring and professional. She showed great empathy when I saw her in person and  my appointment was followed up with telephone appointment to discuss my result and further actions.  Her attentive care means lot and I really appreciate it. |
| The nurse was very nice, did her job professionally.. |
| I had a minor issue but it was a cause for concern. Dr Urbaniak reassured me that what I was experiencing  was normal. My mind is at rest and I can focus on my studies without worry. |
| Call back from Dr. was helpful. and came within the hours specified. |
| Appointment was arranged very quickly |
| Very helpful conversation with Dr Parekh following blood tests |
| I have used the practice for many years and I have been 100% satisfied with service the staff are  very accommodating and courteous |
| Dr Urbaniak as usual very reassuring and helpful. A big thanks as well to Mrs Bray as I had a couple of  questions which she was able to help me with. |
| Appointment was carried out thoroughly. |
| Efficiently run and friendly and caring staff |
| Very helpful asthma nurse. I was seen on time |
| Always have very positive experience at this surgery and feel they all do their best to help me |
| Great service. Never waited for appointments. |
| The nurse who did my annual asthma check was so good. She was easy to talk to, kind and knowledgeable |
| Convenient appointment management. Friendly care. |
| Dr Monk is excellent |
| Exemplary practice, in every aspect of care. This is how primary care should be and has been for the  20+ years we've been under the care of St. Alban's. Thank you! |
| Sally Monk spent time reading up on my history and put some thought into my case.  During the visit she listened to my questions, understood then, and provided simple answers - even if she  was unsure. It is great when you have a doctor like this/ |
| Helpful and quick response. Nice to have this sort of support. |
| Very pleasant practice. I felt listened to and the GP was fully aware of my medical history.  Very positive experience. |
| All done in an efficient and helpful way,- so thank you! |
| Thanks for the prompt response by the reception team followed by a telecomm early the next day. |
| I have emailed in a complaint re yesterday's encounter with asthma nurse. She didn't apologise for late  running of clinic, no greeting when entering room, no please or thank you. I found the consultation very  strange and not what I'd expect from St Albans having been a pt there many years. **ACTION: This complaint**  **has already been dealt with separately.** |
| Always see on time. The nurse was very professional and knowledgeable and polite |
| Appointment on time. Dr Parekh as always, professional, caring and listens well. Follow up appointment  booked with no problems by the efficient receptionist staff. Thank you |
| Always able to get an appt and Dr Parekh is great! |
| On Tuesday 2nd of January I had an appointment to have bloods took to check my diabetes, the health  care assistant I saw was Noria, 2 hrs later I received a text saying to call the surgery to book an  appointment to have a 24hr B/P machine fitted, which I did, Noria then called to make an appointment  on the 11th January @ 9.30, and said to me oh you will need a blood test, I reminded her that she had  done that 3 hrs earlier, her excuse was oh sorry I've seen to many patients?? On Wed the 3rd January  around 9.30 she called me again to say the doctors have said that I need to have a 24 hr B/P machine fitted,  again I had to remind her that she had already made an appointment for me on the 11th @9.30??  Again she said oh sorry I've seen to many people, I'm just amazed that these 2 things could happened.  It was very hard to understand the Lady, I tried to explain I needed test strips, needles, and blood test  machine putting on my prescription to take better care of my diabetes but just gave up trying to explain.  **ACTION: we will share this feedback with Noria and we will investigate why this process was made**  **so complicated.** |
| As usual, seen before my time. I was treated with much kindness and very professionally. |
| Very efficient. |