**F&FT Feedback – APRIL 2024**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 133 |
| Good | 29 |
| Neither good nor poor | 2 |
| Poor | 3 |
| Very poor | 2 |
| Don’t know | 1 |
| **Total Submissions** | 170 |

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| Excellent patient care first class nurse. |
| The lady doctor examined me and explained clearly what I had to do with regards to hospital visit. She explained results of my blood test in details, helpful attitude.  |
| Excellent consultation from the Blood Pressure Nurse. She is patient, a good listener and allowed me to have some input. Her name is Nurse Noria. So lucky to be a patient at this Surgery.  |
| The GP Vispi Parekh was very kind and explained everything I needed to know.  |
| I was seen promptly and a treatment plan advised. |
| Dr Sally Monk is extremely patient as allow me a lot of time explaining my symptoms and show her all the medications that have taken so far. She gave me helpful advice and guidance. She is a wonderful GP.  |
| I booked a non urgent appointment for a medical review and was seen within two weeks, which I found totally acceptable. |
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| Very reassuring consultation with Dr Ian Monk. The waiting area as calm and ordered as usual and very kindly, helpful reception staff. 5 stars ! |
| Dr Monk was very helpful, very thorough with examination, and quickly got results for next visit  |
| I found Dr monk extremely helpful. |
| Easy to get an appointment. Helpful receptionists. Dr Parekh was extremely good with my 16 year old son, treating him with sensitivity and respect, as well as clearly picking up on his current tendency towards health anxiety. Thank you. |
| It was quick and easy. |
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| The reception staff and female doctors I have seen recently have been extremely efficient, courteous and sympathetic. Thank you !  |
| Customer friendly & very efficient. |
| The appointment was conducted professionally and timely. |
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| Easy to book phone consult with doctor of choice in a couple days followed by face to face the next day.  |
| * I felt that the Dr did not show any empathy when I had to speak to him about my daughter’s condition. He showed lack of interest. **ACTION: Sorry to hear that. We share all comments with all staff.**
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| This is a great surgery. Efficient and friendly. Feel very lucky to be a patient here. |
| Very efficient service. |
| Very satisfying to be treated by such a lovely GP, knowledgeable, and genuinely caring |
| Seen on time.Very professional and informative. |
| Thank you so much Dr Dormer for listening to me and organising the follow up checks.We are so lucky to have such an amazing team of Drs at St Albans and thoughtful Receptionists too . Thank you. |
| Easy accessibility, short waiting times, very friendly and professional staff  |
| It was very easy to get an appointment quickly.  |
| Excellent professional staff conducted an ECG on 22/4/24. Results were interpreted immediately by a doctor at the practice which was reassuring to know of outcome so quickly. I am presently awaiting a confirmation of the next stage in this process. Thank you St Albans medical practice.  |
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| On Thursday 18th April I attended the surgery to have a routine blood test. I saw the nurse, I think her name was Noria, and she was excellent. She took the time and trouble to explain what she was doing and conducted other tests showing my blood pressure was a little high. Well done. |
| My recent appointment with the phlebotomist went smoothly. It was on time, she was professional and efficient. Informed me what the blood test was for.  |
| Very good service seen on the same day. Staff friendly and efficient. Dr excellent |
| Having a course of injections - I saw Natalie who was extremely helpful with some questions I asked…Also the injection was painless too! I didn’t feel a thing. Thank you Natalie. |
| Excellent appointment. Very helpful and informative. Referral to Kingston Hospital. Thank you |
| Excellent service as always.  |
| Seen in time, friendly  |
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| Very happy.  |
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| I have always received outstanding service from everyone at this surgery in particular Dr Ian Monk who is very attentive and sympathetic. Can’t fault any aspect of this practice. Highly recommended them.  |
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| Doctor was very helpful with a kind friendly manner, staff on front desk were polite, helpful and supportive...Nurse took blood with care and kindness.  |
| Emma was very knowledgeable, helpful, professional and personable. Also very thorough and followed up straight away. Great service!! Thank you. |
| Saw nurse for bloods. Quick and on time. Well recommend! |
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| Excellent service as always.  |
| Kindly and sound advice.  |
| Friendly, professional and efficient service. Very lucky to be on the list! :)  |
| Excellent service and very friendly staff. |
| Always helpful, friendly and easy to make/change appointments if needed. Medical care is exceptionally, always feel listened to, cared for and never rushed out of the door. I am always grateful for such a great surgery-thank-you!  |
| * I need help with my mental health and need to be put on a medication for ADHD, which I suffer from bad , I lost my younger brother few years ago he tried to get help but no doctor or person acted quick enough and it was too late ,PLEASE DONT LET THE SAME HAPPEN TO ME. **ACTION:** **We can’t identify the person who made this comment. Please contact us to speak to our GP.**
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| * Online process is convenient. Nurse was capable and personable. My only gripe is the times offered. I imagine you are trying to cater for people working 9-5. I'd have been happier with an appointment later in the morning than 8:20am (the latest I could select). **ACTION: We offer appointments with GP/Nurse as early as 7:30am.**
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| Courteous, friendly, efficient  |
| The surgery is always very efficient and I have no complaints! |
| Excellent service and very friendly staff. |
| * Weird, I thought the doctors were supposed to monitor patient’s welfare but was notified that the pharmacist initiated a blood test for my kidneys rather than the practice. **ACTION: Initiating blood tests is part of monitoring safe procedures followed by Practice’s pharmacists.**
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| Quick appointment, competent |
| Dr Dormer saw me on time, she was very helpful and friendly, she listened to my concerns and asked appropriate questions and gave me helpful answers and a plan going forward which I am happy with. |
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| As always my appointment with Yvonne was perfect as usual…a true professional in her work and such an asset to the Surgery. |
| Yvonne is always brilliant taking blood l cannot praise her enough.  |
| The nurse concern was very approachable, friendly and professional. She listens and explains things clearly.  |
| Professional and friendly service. |
| I am very happy with St Albans medical centre , very friendly atmosphere and stuff and |
| All the staff are very polite and attentive. I was thoroughly attended by the nurse Natalie. Answered all my questions and took appropriate actions. |
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| On time, happy to discuss my issues. Friendly manner.  |
| I was able to get an appointment the same day and Dr Monk was very helpful as usual.  |
| The service is excellent. |
| Availability, flexibility, organisation and genuine care are all in high abundance. Impressive service, good people and excellent care.  |
| Prompt appointments.Understanding treatments.Swift but thorough attention.Stimulating conversation on diverse topics. |
| Everything was very good, thank you. |
| I'm very happy with my GP ST ALBANS MEDICAL CENTER I wanna say thank you to my Doctor URBANIAK. 👍👍👍 |
| Quick and efficient  |
| As always, excellent service at all levels.  |
| Great practice... polite and caring. |
| The service at the practice is very efficient, especially for appointments and repeat prescriptions. They also do their best to provide some continuity of care from the Doctors. Dr. Sally Monk has been very supportive in sorting out my recent issues with my blood pressure. |
| A very efficient, professional surgery from front desk through to the nurses, doctors and pharmacist. This has been consistently the case for many years.  |
| Quick & efficient- was called into my appointment early - Dr Parekh is always very pleasant, the nurse seemed good - job done quickly & easily. |
| Following up on my medical condition with appropriate steps. |
| I am very happy with St Albans medical centre, very friendly atmosphere and stuff and |
| Efficient and helpful reception staff. |
| * Because I am suffering from severe panic attacks I am finding it hard to carry on living and I came to see Dr Lucy dormer and I urgently needed something to help with them and all she done was gave me a load of websites NO GOOD I need something to help I'm struggling terribly, I left the practice feeling terribly let down and sad , why does this happen I need a medication to help urgently that's what doctors are for isn't it , I am a gentle kind person but this has made me very angry please can someone help thank you, I THINK !!! **ACTION:** **We can’t identify the person who made this comment. Please contact us directly to book an appointment with a different GP to get a follow up.**
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| Friendly, helpful, caring.  |
| * My experience with the health check nurse was disappointing. She talked me through blood tests and I had slight high cholesterol. When I got home I found I was given someone else's blood results. Very concerned a confidentiality had been breached. **ACTION: Apologies about this. We have already contacted the other patient to inform. She was very grateful for letting her know.**
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| * Reception very helpful. The asthma nurse appears confused. **ACTION:** **We will discuss your feedback with this nurse.**
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| Ms Munoz was friendly, professional and efficient. I barely felt a scratch as she completed the procedure of taking blood samples. |
| Punctual and friendly.  |
| Phlebotomist was friendly and efficient, she managed to find my vein first prick and ensured area was well protected against blood spilling onto clothing, as has happened in the past.  |
| Quite efficient and easy to access. |
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| Efficient friendly service and appointments with regular nurse and doctor. |
| Dr U attentive supportive and professional. Thank you. |
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| Always pleasant medical and non-medical staff, generally get an appointment within a week or two of asking, always very helpful. |
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| Friendly helpful & efficient thx v much.  |