**FRIENDS & FAMILY - DECEMBER 2023**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 144 |
| Good | 16 |
| Neither good nor poor | 2 |
| Poor | 1 |
| Very poor | 1 |
| Don’t know | 1 |
| **Total Submissions** | 165 |

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| Thank you so much Dr Monk for looking after my 93 year old dad. As a visitor to the surgery he was so impressed by our wonderful surgery and is very jealous of the efficient and professional care he received. Thank you so much!  |
| Nurse Noria Quintero Munoz was very efficient with blood tests. Very calming. She was also very punctual and very pleasant and helpful going through my blood results.  |
| Seen on time, listened to carefully and tests and treatment arranged. All excellent.  |
| The doctor was very attentive and interested in what I had to say.  |
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| * The nurse who gave the vaccine shots to my baby did a bad job as the second injection made the baby bleed and blood started coming out immediately in abundance. Without trying to stop the blood or treat it she immediately put a bandage on the wound and tried to finish as if nothing happened while the baby was crying in pain. I had to ask for some cotton and tissue to press against the wound to stop the bleeding after which the bleeding finally stopped. This is a very bad experience and never expected this at all. I’m just appalled by this situation. **ACTION: Feedback shared with all staff, but as no identification of a clinician, currently the case cannot be fully investigated.**
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| * Pleasant staff. However the 24 hour BP monitor failed after few hours as batteries went flat - the batteries need to be checked beforehand as it defies the object of the exercise. **ACTION: Batteries are supposed to be changed for each patient. HCA’s now reminded.**
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| Staff was really good with pleasant manners. Sorry I didn't know her name, but seems a new staff. |
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| I can get an appointment when it’s convenient for me and easily can book on the app. I felt heard to during my consultation and was able to get a next day blood test appointment. |
| Physio services at St Albans always amazes me with the service they provide. They are always spot on with follow up as well. |
| Always see on time. The nurse was very professional and knowledgeable and polite. |
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| Very easy to make appointment and punctual. All staff professional and helpful. |
| It was difficult to get an appointment. Doctor itself was very polite and helped.  |
| Everything was very efficient  |
| * I had to wait 35 minutes to see the doctor but understood there had been a complex appointment which had understandably required more than the usual 10 minutes. **Action: Possibly the case. Apologies on behalf of the Practice.**

(Dr Venus Ameen)The locum doctor I saw was lovely - very helpful and addressed my issue. She also took the time to offer me some advice and suggestions re some questions I had about a more general issue. Lovely locums - wish she was permanent!  |
| I see Emma today and a student. They were both very nice and listened to my problem. I felt confident that I was given the correct diagnosis and useful advice. |
| Everything was very efficient  |
| Very polite Dr and staff very helpful everyone one is smile on their face make a patient comfortable. |
| Doctor was helpful |
| Dr Ian Monk is wonderful doctor; very pleasant, patient and professional. He explained clearly the options available to my problem. |
| I was able to get an appointment very quickly and Dr Parekh was very helpful  |
| Great Surgery, helpful, informative and on time. Thank you! |
| Dr Urbaniak has given a thorough examination to my daughter and has been very helpful with everything. Thank you, I have nothing negative to say. |
| Everyone is polite and caring, and listens attentively - crucial attributes for a vital local health service provider |
| Thorough, helpful session with diabetic nurse. |
| Was very pleased after seeing my doctor yesterday because he was very helpful and understanding. |
| Excellent service from start to finish. The receptionist was helpful, the nurse efficient and the doctor carefully explained my results. Completely satisfied. |
| Everything goes smoothly whenever I am at the clinic. Very happy |
| Easy to make appointment. No delay and v helpful appointment |
| Doctor very knowledgeable and dealt with the issue well.  |
| Prompt friendly attentive discussed concerns had time to speak. Solution helped |
| Phlebotomist very relaxed, friendly and chatty.  |
| Kind but professional examination and diagnosis, with penicillin prescribed. Additional potassium supplement prescribed as a result of a previous blood test. An unexpected benefit. |
| I was seen, examined and referred on the same day. Thank you. |
| Didn’t feel rushed and Dr Monk made me feel very comfortable. Find I can get appointments easily which I appreciate so much.  |
| I have recently had two face to face appointments with Dr Parekh who was very pleasant, caring and helpful. I subsequently had a blood test with an equally charming nurse. Further to this I had an appointment with Emma the physiotherapist, whom I have had treatment with before, she is always very through and offers great advice.I find the reception staff are always very helpful. I am very happy with the service that this practice provides. |
| Got telephone consultation within 2 hours. Doctor very pleasant and professional.  |
| Very helpful and emails my prescription to pharmacy immediately. Thank you.  |
| My appointment with the Nurse was on time and I found her very reassuring and empathetic - purely as I was feeling nervous about the injection.Love the Christmas theme in Reception - the ladies looked great in their Santa hats 🎅🏻.Thank you all for your help during 2023 - I appreciate it so much. |
| Due to public transport issues I was running late (unheard of for me) but I was still greeted warmly by the receptionist and my GP (Dr Sally Monk) saw me and accepted my apology.  |
| Easy to choose a doctor’s appointment followed by next day physio appointment as advised the previous day.Very thorough examination and questioning by Emma Harrington (physiotherapist) and student.Exercises delivered to iPad and encouraged to return should I feel it necessary. Excellent! |
| The Dr phoned back as I had missed the first call. I was impressed. The consultation was brief but clear and helpful, answered my question and resolved the prescription problem. |
| Dr Parekh was very kind and helpful and has a lovely bedside manner. |
| Very good consultative care. I was given a thorough and professional account of my test results and treatment options. My opinions on care options were taken into account without overriding professional best practice.  |
| Relatively easy to get an appointment, friendly reception staff, good telephone answering/waiting service, good GPs.  |
| Excellent service.  |
| I've been with the practice for many years and am really happy with all the staff and service.I had a call with Dr Urbaniak today who was really helpful. |
| Had to wait 15 minutes past my appointment to be seen. Other than that, I'm very happy. Dr Monk was very caring and attentive.  |
| My appointment with Doctor Ian Monk was extremely helpful and he put my mind at rest over a few worries I had…he is a very good listener and very reassuring. |
| (Prabesh) Saw asthma nurse on time. The nurse very through and giving a lot of useful advice on managing my asthma.  |
| The Nurse was very knowledgeable, understanding, friendly and professional. Pleased to see and receive help! Always lovely to see her joyful uniform outfit too. Brightens up the day! |
| As always I was treated with excellent efficient care. |
| Dr Lucy Dormer was really friendly and helpful. I was also surprised to get a phone consultation on the same day, what amazing service! |
| Mrs Monk was fantastic...Very thoughtful and sympathetic...Thank you |
| EH the Physio was welcoming, kind and compassionate and she listened to me and also explained very well what was going on with my joint in a way that I really understood. I left feeling confident that she can support me with what’s needed to improve my muscle strength.  |
| Charming young lady, very knowledgeable and sympathetic, felt a lot better after speaking to her.  |
| Nurse was excellent, very informative and supportive, excellent vaccination technique |
| Pleasant, efficient and caring. |
| Face to face first appointment with lots of valuable information being provided to me with an understanding of my current life style and adapting the information provided to me based on the assessment with other ways to help protect my health.  |
| Didn’t have to wait and the nurse was very polite. |
| Always nice to see Dr Parekh. He is calm and caring and explains everything very well. It never feels rushed and does a thorough check and asks lots of relevant questions to dig deeper to understand the issue.  |
| I had a phone call appointment & GP I spoke to was great. Talked through problem & actioned stuff straight away.  |
| * Thank you Dr Parekh for telephoning me at home on Dec 5th late afternoon. I have been about experiencing loss of memory and my family and friends are concerned about this. I had some tests with Farai Chiwandire of the Richmond Memory Assessment Service but I have not had satisfactory feedback from them. **ACTION: Jayne/staff will follow up.**
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| I find Doctor Ian Monk to be a good GP. He spent some time with me which I appreciated. |
| First class service by professional and very friendly competent people....keep up this first class service please....thank you... |
| Seen on time for blood test. Good communication from practitioner.  |
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| Great reception, nurse and doctor. |
| I very rarely need a doctor’s appointment but was able to get one the same day thankfully, so now medicine has been issued which hopefully will lead to my recovery. Doctor was very understanding and helpful with my problem. |
| Always excellent. Very pleased. Very caring approach.  |
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| Very kind and unhurried consultation.  |
| Dr Sally Monk is brilliant, always helpful, kind and very knowledgeable. She makes me feel that she’s really listening to me and really cares.  |
| Being referred by Dr Ian Monk to Emma for a physio check was extremely helpful. I'm so grateful that the surgery provides this facility. My audiology appointment at Kingston hospital is also confirmed, so I'm feeling very well cared for by the surgery.Many thanks for all the kind efficiency.  |
| I have always been very impressed with the very high standards this practice has given me over the years. Thank you. |