**FRIENDS & FAMILY FEEDBACK - OCTOBER 2023**

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| **Response** | **Count** |  | **Response** | **Count** |
| Very good | 145 |  | Very good | 147 |
| Good | 19 |  | Good | 19 |
| Neither good nor poor | 5 |  | Neither good nor poor | 5 |
| Poor | 4 |  | Poor | 4 |
| Very poor | 4 |  | Very poor | 4 |
| **Total Submissions** | 177 |  | Don’t know | 0 |
|  |  |  | **Total Submissions** | 179 |

Total includes handwritten responses.

**RESPONSES:**

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| Appointment same day as phone call. Prompt efficient treatment. |
| Seen on time and given good advice. |
| There are two totally incompetent reception staff - a lady with Italian/Spanish accent and a lady with Indian accent. The Spanish lady always sounds brusque and rude! They don’t have a good enough grasp on English to understand when I phone. I was trying to make an appointment and was on the phone for 16 minutes with the Indian lady and still didn’t manage to book one! She didn’t even understand when I said my date of birth or my name. You need staff that can understand people on the phone!! It’s so frustrating. **ACTION:** Thank you for your comment. It has been addressed with relevant staff members for improvement.  |
| Very compassionate.Referred me to the mental health team. |
| Sue the receptionist is so very helpful and polite. Dr Urbaniak listens to her patients and is very sympathetic.  |
| Booked appointment online & consultation was extensive. |
| I’ve always managed to get a face-to-face appointment when required, and the call-back option works really well for general chats and repeat prescriptions. The text reminder is really useful.  |
| I had an annual health check with the HCA I am not sure what the Friends and Family Test is ??? There was very little communication from her except to say that she was going to check by B/P and take bloods. She wore a mask on her chin that she covered her nose & mouth within when she took the bloods and with a disposable glove on her right hand, nothing on her left!! There was no enquiry as to how I was, had been or whether I had any concerns. Apart from the fact that my blood profiles will be updated the appointment was a total waste of time and a great opportunity missed to demonstrate proactive health prevention. The appointment took no longer than five minutes at the most. **ACTION:** All HCAs are aware to follow infection and prevention protocols and where they can’t wear 2 gloves, they use disinfectant between patients. The relevant HCA has been reminded how to wear a mask correctly. Sorry to hear your NHS health check wasn’t comprehensive. You are welcome to book another appointment with a different clinician to follow up. |
| I was prompted to make an appointment via text message. I was able to make an appointment for within a few days. I was then able to reschedule it due to work commitments. The doctor called as planned. A prescription followed immediately after. All very efficient and professional. Thank you. |
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| Doctor, Vispi Parekh carefully listened to my concerns and addressed them appropriately. I was not rushed. |
| Asthma nurse review. The nurse appeared to have very little knowledge of asthma. Although… is on dry powder inhalers, the nurse seemed to know how these work. We were asked about spacer use. She tried to assess technique but was clearly only aware of MDI device technique. A lot of tick boxing rather than any enquiry of symptoms. Overall I had no confidence that any issues would have been identified. There was also some mention about losing weight but then no further signposting or advice. **ACTION:** Nurse has replied with her clinical judgement. We are waiting for 2nd opinion. |
| Very professional, caring and supportive person. |
| Dr Vispi Parekh was very professional, kind and very helpful. A real asset to the surgery.  |
| I was treated by Dr Vispi Parekh who is really professional, polite. I am lucky to be with this surgery as all doctors are excellent. |
| Dr Parrish was completely uninterested in my problem and extremely unhelpful. **ACTION:** Dr Parrish has been made aware of your comment to reflect. |
| Nothing seems a problem for these lovely people. Everyone so kind and helpful. Dr Parekh is a wonderfully gentle, kind and understanding man.  |
| Reception staff not helpful, also practice sent me text to ask about my cancer diagnosis. Got there looked at me as though I requested the meeting, was not that interested. |
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| Dr Parekh is a superb doctor who has looked after me for 27 years. I cannot rate him higher enough - he is an excellent doctor. The appointment process was very smooth. |
| I phoned 1st thing on Monday morning and was offered appointments with 3 different doctors and was able to choose a doctor I know well at a time that suited me. I hardly had to wait when I arrived for my appointment then when I had a problem after my appointment the receptionist arranged a further phone consultation in the afternoon which sorted it out. I always think it’s a good surgery but this was really good! |
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| Quick, efficient, very friendly. |
| I was very satisfied with the service. Dr Parekh was very efficient and dealt with my concerns accordingly. I was concerned about an encrusted spot on my back and he offered to book me in to have it removed which I was pleased about.  |
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| Very pleasant and efficient service from reception and nurse - and much appreciated. |
| * Dr Urbaniak is a very considerate doctor; listens carefully and always gives straight honest feedback and advice.
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| Very good service and doctor was very helpful and got back to be really quickly.  |
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| I think the advice I was given was very well explained thank you.  |
| The nurse made me feel very relaxed and explained what she was about to do  |
| Nurse (Can’t remember her name but she was on duty Fri 20th Oct @ 1.30pm) was really nice informative and efficient.  |
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| Very good service and doctor was very helpful and got back to be really quickly.  |
| Excellent doctor, listened, great advice and next steps. As usual, super easy to get in, never an issue with this exemplary GP Practice. |
| I think the advice I was given was very well explained thank you. |
| Telephone consultation very straightforward. |
| * Dr Urbaniak has been excellent with my recent medical issues. She has been a good listener, empathetic and provides professional for ongoing support! Thank you!
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| I generally had a very positive experience. I just found that as someone completely new to the country and the NHS system, there is a lot of information that is assumed to be known that I obviously don’t know (e.g. how will I know where and when my appointment is with the specialist to whom I was referred?)  |
| Receptionist very helpful.Dr very efficient, Thank you  |
| Quick, clear and helpful advice and treatment, much appreciated  |
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| Dr Urbaniak was very kind and helpful. Thank you. |
| The appointment is on time, the GP consultant is professional and i can discuss my aliments with ease.  |
| As usual. I was able to get an appointment very quick, and got good advice from my usual doctor, can't fault this practice. From receptionist all the way through the practice. |
| * Kemila Goppy was very thorough & made lots of notes before examining me. I felt very confident in her ability as a physio. She took plenty of time, asking me to complete stretches etc. Clearly explaining exercises to be done at home. Wonderful that the surgery has such a great service. Many thanks.
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| Dr Parekh is incredibly professional and attentive and always gives excellent advice. |
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| Prompt appointment. All people encountered kind and very helpful. |
| No waiting involved and was promptly and painlessly dealt with by the nurse.  |
| Very impressed with a call from the GP within hours of seeing the nurse and referral to the hospital for further investigation. |
| Always polite friendly staff. |
| So professional and helpful, always. |
| I requested a tele consultation with Gp via app at 7am, at 8am had a text to confirm it for the next day. I was pleased with Dr instructions and carried out test as requested by her. Results came 2 days after dropping off the sample in surgery. Swift response, quick results, one happy patient :) |
| Dr Parekh is always kind, empathetic and thoroughly professional. He is a true family doctor who has looked after my entire family including aging poorly parents with compassion and extraordinary care. The practice always finds time to see us and can always get an appointment. It’s first class.  |
| * Emma the physiotherapist was very thoughtful and sympathetic and arranged a physiotherapist to assess my condition. Emma did not rush me as I explained what was wrong and I am grateful.
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| The Dr has gone to great lengths to try and find the cause of my problems and regularly contacted me to monitor my progress. I am very grateful for this level of care.  |
| I have given an average response as I was provided the incorrect type of urine sample bottle so need to go back to get the correct bottle to provide another urine sample which is inconvenient. This is the second time this has happened, when I asked reception for a urine sample bottle they should ask what it is for and give me the correct bottle type. **ACTION:** This will be discussed in the next reception staff meeting.  |
| The service was excellent and I found Dr Ian and Sally Monk both are the best. Thank you  |
| I saw Natalie to have a Hepatitis booster jab on Mon 9th Oct. She was very friendly & helpful as ever - thanks! |
| I always get good service here. Recently I have needed more help and can't fault the attention I have been given. I am very grateful. |
| Excellent care.  |
| Very professional, friendly and informative.  |
| The younger receptionist twice now I encountered tend to rush things through without listening to what I am saying. Maybe she is too busy or \_\_\_\_\_\_\_\_. I am more than very happy with the rest of the service provided by St Albans Medical Centre. **ACTION:** Thank you for your comment. It has been addressed with relevant staff members for improvement.  |
| Quick review, treatment and review date agreed. |
| I've been coming to this practice for a very long time and have received nothing but outstanding care. |
| Appointment was on time with doctor Monk very professional and caring thank you  |
| Good communication. Friendly staff. |
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| I was seen by Doctor Urbaniak later in the day. I think I might have been the last patient, but she was very kind and patient and the two ladies at reception were very nice and helpful. thank you |
| I’m having a tight time recently and Dr Urbaniak has been extremely supportive |
| * Locum Dr Ameen was very very good, Listened well took time to talk to me, Didn't feel rushed, Explained well, Lovely manner.
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| * Kamilla Goppy F CP and Dr Lucy Dormer are excellent and professional and caring.
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| I have always had a first class service from all the staff at Saint Albans surgery. |
| I rang for advice from my GP and was offered an appt within an hour for which I was very grateful…as I only wanted advice my GP called me back during surgery which then I was asked if I could go to the Surgery for a face to face with the GP. I feel Very lucky to have been offered this as the problem I had was worrying me.All of the Staff are extremely helpful and empathetic but in particular on this occasion Tracey was very kind(as usual) |
| Helpful telephone conversation & then face to face appt same day.  |
| Friendly, courteous and helpful staff.  |
| Efficient. Reliable. Knowledgeable.  |
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| As well as my pneumococcal jab, I was offered a fly jab. |
| * Dr Monk was welcoming and took my concerns seriously.
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| * Dr Monk is always kind, professional and she listens.
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| Spot on time, procedure explained and done with expertise. Very pleasant practice nurse. |
| My physiotherapy appointments was very professional and informative.  |
| I was 15 mins late for my blood test (due to work over-running) but they still accommodated me. Nurse was really friendly, quick and put me at ease. Thank you. |
| * Easy check in, short waiting time. Great DIY machine to check BP. I would particularly like to mention Dr Venus (I am so sorry but I can’t remember her surname). She was wonderful… so kind, helpful and patient. A really lovely doctor.
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| Excellent understanding of issues. Clear evaluation and appointment booked for follow up. |
| Dr Monk has excellent communication skills. |
| Natalie is very careful in looking after my check up restrictions  |
| The nurse was very thorough not only doing the asthma check but my weight and blood pressure  |
| Responsive, efficient, friendly  |
| Spot on time, procedure explained and done with expertise. Very pleasant practice nurse. |
| On time, good service |
| All staff are excellent care. Very professional, saw Doctor Ian Monk. Very very helpful. Dealt with my problem very quickly. Thank you. |
| Had nurse appointment for asthma check. The room was very untidy. The nurse was recording my readings on a post it note with other information on the paper, then uploading into the system. Just hope she had the correct information for me. Wasn't very impressed I have to say. Cannot remember the name of the nurse. ..my appointment was at 1100hrs. **ACTION:** This particular nurse is not solely responsible for tidying up the room but we have taken your comment on board and the room has been re-organised. Notes taking for respiratory reviews can be a bit tricky because of using different templates on system but nurse is aware that this may not appear professional to patients but she does transfer all information into system afterwards. |
| Excellent understanding of issues. Clear evaluation and appointment booked for follow up. |
| We have been long -term patients at St. Albans. All the GPs and members of their team have won our undiminishing trust and respect over the years for their care and service. |
| I got an appointment on the same day and Dr Parrish saw me five minutes early. He was very helpful. |
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| I find Natalie a very good motivator for keeping my type 2 diabetes in check. |
| I don’t particularly like when I book a doctor, the receptionist ask me what is the problem. I think this personal between the doctor and me. **ACTION:** Asking about problems help the front desk staff to support patients correctly referring to the appropriate physician, i.e. physiotherapist. However, patients are entitled to request receptionist that the subject is confidential.  |
| Approximately 15 minutes queuing; vaccination was painless.  |