**FRIENDS & FAMILY FEEDBACK SEPTEMBER 2023**

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| The young lady Doctor that we saw was fantastic. |
| I had time to talk about my concern and was included in the treatment plan. |
| The doctor I saw yesterday was helpful, sympathetic and kind. |
| The receptionists are always very helpful and you know you can generally see the doctor of your choice so there usually is continuity in your care if you have an ongoing problem. |
| Although the timings seemed to be ignored, the wait outside was not too long. Nice of you to have arranged a nice sunny day.  Very swiftly dealt with once inside and all very friendly. Some people shuffled through the queue thinking they still had to book in, though that “box” was switched off. |
| Swift same day appointment. |
| I made a non-urgent online request on Wednesday evening and did not expect a response for a couple of days. Received a text on Thursday morning giving me a telephone appointment that afternoon. Dr Urbaniak was extremely helpful and offered me a face to face appointment that same afternoon so that she could check my ears for wax prior to making a referral to Audiology. I am very happy indeed with the service I received from the practice. |
| Swift same day appointment. |
| Very friendly and efficient staff at reception, and GP is very thorough with detail and follow ups, good communication and actually feels like he cares!  An excellent GP surgery! |
| The doctor was cold and unkind, and it felt like he was merely going through the motions. On the other hand, my family GP at a different clinic provided genuine care and actively sought to benefit the patients. During my conversation with this doctor, I noticed that he was sarcastic and condescending towards patients who relied on him for his health.  **Action:** not enough info to be addressed. |
| Very friendly kind Nurse Natalie - put me at ease and swift procedure. Explained follow up well. |
| As always, Dr Parekh was friendly, reassuring, helpful and understanding. Equally the ladies on reception are always helpful, polite and friendly. |
| The service was excellent and I found Dr Ian and Sally Monk both are the best. Thank you. |
| Apart from being seen 15mins later than appt time the physio was excellent & very informative. |
| Nurse was very helpful and informative and provided great advice. |
| Very pleasant experience and looked after very well. |
| Excellent service - good nurses and doctors easy to make appointments, good system of reminders by SMS. |
| Got prompt appointment with minimum waiting time. |
| The doctor was very kind, she explained all my questions in detail. |
| I had a consultation on 14th September with Emma, the practice physio.  Excellent consultation. After assessing my hip problem sent me a group of exercise to help resolve my problem. Emma was friendly, professional and clear in her explanations. |
| I saw the muscular skeleton physio and I felt she took plenty of time to diagnose and talk me though what I should do to help resolve my problem. Very much appreciated thank you. |
| St. Alban's is an exemplary practice. They looked after our family for over twenty years. We only have praise and gratitude for the GPs, nurses, allied health and reception staff. Thank you! |
| Seen on time and doctor very efficient. |
| I was given an appointment at short notice and the doctor was very understanding. |
| Very helpful friendly receptionists (makes all the difference).  I saw the physiotherapist, Emma, who was extremely thorough and knowledgeable.  I was referred to Emma by Dr Sally Monk, who is such an amazing GP that she phoned me on a Sunday telling me to go to A&E. |
| Could get an appointment quickly, although I saw a different doctor than before but she was able to review my issue in the computer and issue a prescription electronically…..  The appointment was on time and quickly and professionally managed. |
| Very informative. The staff in reception who says hello to me and a heart felt goodbye and consultant Russell was very inspiring which I need right now due to my weight and needs situation. |
| I think Dr Parish is unbelievably thorough and really listens. We are lucky to have such a fantastic practitioner. |
| The physiotherapist has been patient and kind. |
| Dr Parekh has a kind caring manner and put me at ease. |
| Very helpful. |
| Physiotherapy appointment: Very professional and business like.  Excellent advice and exercise routines sent to me by email. I was very happy with the appointment. |
| The asthma nurse I saw this time wads a vast improvement on the nurse I saw last time, she took note of my hearing problem and took time to make sure that I understood what she was saying. She did a comprehensive review of my asthma, adjusted my medication, booked me a new peak flow meter and I came away. Reassured after the appointment. |
| St Albans always make time for my family. They always answer the phone promptly and I've never struggled to get an appointment for my children. Nurses and doctors are friendly and very helpful. Genuinely think this practice is fabulous. |
| Very efficient and competent nurse. |
| We are blessed with a GP practice which is as good as this one. Every contact we have is helpful and positive. Nurses, reception people, doctors and administration all provide a continuous service of excellence. Thank you St Alban's Road Medical Practice. |
| My appointment was easy to make by phone. The Nurse was extremely thorough. This was the most comprehensive Asthma appointment I've had for several years. |
| We arrived 10 mins early and the nurse called us in 5 mins before our actual appointment slot. The nurse we saw (for holiday vaccinations) was professional, efficient and friendly. Our vaccines were administered quickly and the reception staff were similarly superb in completing the various bits of admin. Quite simply the service of care at the St Albans Practice is outstanding. We just feel very lucky to be patients here particularly when you hear about others experiences of the NHS. |
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| Appointment time kept. Quick assessment, x-ray recommended. |
| Have always received quick appointments and staff are always friendly and efficient. |
| As a fully qualified electrician, all be it retired, I recognise a good investigative technique. Dr Tamara demonstrated this skill in abundance. All supported by a pleasant ‘customer focused’ manner. Thank you. |
| Despite all the horror stories in the media and personal experience booking appointments for my mother in another practice, things at St.Albans could not be smoother.  Not joining a nightmare queue at 8am only to find all appointments have gone when you get through and you need to try your luck again tomorrow! Consistently we have got through within a few short minutes to be offered appointments often within hours and options over several days, if necessary.  Waiting at the surgery the two times I attended this week was also blissfully short. I was seen within a couple of minutes of the booked time. Once maybe even early.  The practice seems a very well run machine that others should emulate. |
| Commuter appts always available and prompt. Thank you. |
| Dr Parekh was very efficient and gave a clear explanation of the treatment. |
| Seen on time and appropriate advice given. |
| I saw Dr Parrish yesterday re some skin blotches on my body. He examined each one thoroughly, & pronounced them to be non-malignant - which obviously was a considerable relief to me! It is greatly appreciated that one is nearly always able to get a F2F appt with one of the GP's in this Practice within a few days - many thanks. |
| After phoning reception I was contacted promptly by Dr Monk and offered a face to face appointment with a female GP at my request (Dr Urbaniak) within a couple of days. Thank you. |
| The telephone consultation with Dr Urbaniak was disconcerting. A telephone consult was arranged by the surgery, not me, but she took umbrage at this. She could have simply said she would need to see me…This is only the second time I’ve dealt with her; the first was also unsatisfactory. She has a critical manner which does not encourage dialogue.  **Action:** Issue addressed with relevant Dr and will be discussed in the next meeting with GP partners (appraisal). |
| My Gp surgery is always supportive and ready to help and book appts. Thank you |
| Excellent service as usual. |
| Whenever you speak to Tracy on reception she is always very helpful nothing is too much trouble nice lady good at her job. |
| Nice friendly and informative staff. |
| Excellent service and care. Thank you to the nurse who conducted my ECG |
| Very efficient and clearly explained. |
| My sons vaccination was administered with kindness, care and well advised throughout. |
| Choice of appointments from next day onwards.  Friendly & helpful reception staff.  Clean & no long waits. |
| Dr Monk (male) was extremely helpful and empathetic. He is a fantastic addition to the team |
| Very satisfied with a phone call from Doctor Monk…I was given a specified time for the call which worked well. Happily had my questions answered and put my mind at ease. Thank you. |
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