**FFT – FEEDBACK DECEMBER 2024**

|  |
| --- |
| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 98 |
| Good | 24 |
| Neither good nor poor | 1 |
| Poor | 2 |
| Very poor | 0 |
| Don’t know | 0 |
| **Total Submissions** | 125 |

|  |
| --- |
| Feel very lucky about our doctors - mostly if we need to see a doctor, we can normally get an appointment that day - don't think this is common elsewhere. The people at the surgery are knowledgeable and welcoming. |
| The great communication, professional work. |
| The surgery is outstanding. Very responsive operation. |
| This is by far the best surgery I have attended. I have always been seen on time. The staff are polite and friendly. The doctors are diligent and ensure you understand the process and treatment.  |
| Appointment on time, professionally attended to, helpful advice. |
| Fantastic nurse very experienced. |
| * I’m still awaiting a call re my health check and raised cholesterol…hopefully ill get that soon! **ACTION: We would contact patients regarding results only if there is further action required. Otherwise, please call the surgery to check.**
 |
| * I was kept waiting for too long for my consultation which is unusual at St Albans, No explanation or apology offered. **ACTION:** **Apologies for that. We are sorry but due to insufficient info we can’t investigate further.**
 |
| Efficient and friendly service. Both reception and with the GP. |
| My most recent appointment was with the physio & it was excellent: thorough, good listening & concise diagnosis. |
|  Very good service all year round. |
| Dr Parekh is always very kind and helpful.  |
| Dr Parekh is a kind and understanding person and has immense experience. |
| I saw the dietitian, she was very informative about my condition and knowledgeable.  |
| Appointment started on time. And Noria, who took my blood sample, was very professional and efficient. Thanks. |
| Reception staff friendly and helpful. Most doctors are thorough and give enough time. Surgery kept clean and welcoming. |
| Always very efficient and helpful. |
| Always a good experience at this surgery. Staff on reception helpful & polite. Appointments run on time and nice to have a face to face appointed if needed. Doctors are thorough always and take time to listen to any worries you may have.  |
|  Very good service all year round. |
| As always, polite, friendly and efficient. |
| * Sometimes the people who answer the phones are very rude. Not recently though it’s been much better. But the last couple years they can be very short and snappy when you’re going through inner turmoil and dealing with ailments that you don’t know what to do. Can be very distressing when your spoken to like you should know everything already. We call because we need help and guidance not because we know what to do. **ACTION: Many apologies for that. All calls are being recorded. If you prefer to remain anonymous you could help to share info about on which day this happened? Thanks.**
 |
| Natalie my diabetes nurse is very professional and has a lovely manner and puts me at ease. She explains what I can do to keep my diabetes on the right track.The surgery is run very well. |
| good👍🏻 |
| As always, polite, friendly and efficient. |
| Very efficient and helpful reception staffGreat doctors. Great nurses. |
| Appointment dealt with very promptly 👍 |
| I’ve been a patient at St Albans medical centre for 24 years I always got an appointment and I’ve been looked after very well by all the staff and specially Dr Parekh as I’ve been seeing him since I started going there.  |
| My doctors are very helpful got appointment the next day was offered one the same morning but i was at work so took the next day one my Doctor was very good with my issue. |
| My last appointment was of a sensitive nature. Dr Dormer is always thoroughly professional, answering questions, giving information and advice about how to proceed, or what course of action is possible. I feel confident in seeing her at the surgery.  |
| A very friendly well organised GP surgery.Dr Parek is amazing, always goes above and beyond to help his patients!! |
| Efficient effective as always. |
| Two-way communication with the surgery very good. Staff friendly and helpful.  |
| Got a blood sample taken for testing. Nurse was very professional and efficient.  |
| Friendly and clear explanation. Great phlebotomy technique too! |
| I was seen very quickly, and Yvonne was as pleasant as ever.  |
| Quick, professional and friendly.  |
| Is the best surgery around reckon I hardly had to wait for my appointment at all. I guess you can say time is everything.Keep up the good work, Thank you all.  |
| * People on reception are very friendly but could be more knowledge. **ACTION: Sorry about it. Usually more experienced receptionists are more knowledgeable about their job.**
 |
| ALWAYS VERY FRIENDLY AND EFFICIENT |
| The nurse - Martha - was very attentive, & very careful about removing the sterile strips (which I was nervous about) & she gave me helpful advice. |
| Very quick no delay great service nurse Yvonne very professional and informative regarding my questions.  |
| The doctor and staff were very helpful. Blood tests were done on the same day - all staff were very efficient and caring in their roles. |
| The Team at St. Albans are very professional I don't know how they can maintain such a high standard under the pressure they are facing every day. AMAZING!! |
| * I was able to book an app fairly quickly with physiotherapist. Staff were friendly and helpful. I was physically examined, but not referred for the scan or a blood tests, which would be useful for establishing the cause of chronic problems. Therefore, I had to go to a private specialist. But I think that reflects the overall situation at underfunded NHS. **ACTION:** **We can’t comment on anonymous case-by-case scenarios which may or may not have been justified.**
 |
| Staff very helpful and friendly. |
| Receptionists are kind and help and always able to get an appointment if not on same day then definitely within the week. No rules on when and how to contact surgery, in fact they remain a normal surgery as per the good old days!!This extends to doctor and care. I am regularly monitored and even had an annual overview this week. I am very happy indeed with my surgery. |
| Very good overall! |
| This is a lovely surgery. Nice building, layout, calm lovely atmosphere. |
| Excellent- as always |
| * ECG Wednesday morning. Machine appeared faulty. Took over 30 minutes to eventually get a result. One result “not good”. Nurse unable to discuss this but said needs to be passed to doctor. Told I might need to return for another ECG. Rang surgery on Thursday - told to ring back Friday 8:00am to speak to doctor. Did so on time. Long queue. No doctors available until end of next week. It is unacceptable to keep a patient in the dark for so long about something that is potentially of concern. **ACTION: We may need more details to help. Looks like it wasn’t urgent to speak to a GP, in which case you could pre-book (up to 3 months in advance).**
 |
|  |
| The nurse Natalie Blackie was really helpful and patient in her care. |
| Timely reminder, and seen on time. Receptionist team and nurse very helpful. |
| * Good, mostly organised, kind and care except one individual. One nurse, she is too obvious that she is not interested in patient’s needs. She just there to earn a wage. Receptionists didn't communicate with her well, but I explained her. Yet she dismissed me. The receptionists came, backed me up. Then the nurse put all blame on me. Only then, I expressed my dissatisfaction at her. I am with this GP for 6 years. This is the first time I was upset. **ACTION: Apologies for the upset caused but we have got more than one nurse. Difficult to investigate and take any action.**
 |
| Very professional. Seen very quickly. Pleasant experience.  |
| Helpful and responsive. |
| Fantastic nurse very knowledgeable and professional, first-class service from NHS staff. |
| On time. Quick and efficient  |