**F&FT FEEDBACK REPLIES – OCTOBER 2024**

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| **Total By Response Type** | |
| **Response** | **Count** |
| Very good | 125 |
| Good | 14 |
| Neither good nor poor | 1 |
| Poor | 1 |
| Very poor | 0 |
| Don’t know | 0 |
| **Total Submissions** | 141 |

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| Booked early blood test 7.20am so I could get to work on time and they were running late. Not good as I was first patient. This is the second time it’s happened. **ACTION:** Sorry to hear about this. It would be helpful to know which clinician this appointment was booked with and when. |
| Always helpful and quick to speak to a doctor. |
| Dr Parekh gave me excellent advice and was very courteous. |
| Efficient, friendly and helpful. |
| Timely appointment which went efficiently and pleasantly. |
| Such a well organised event and professional, kindly greeting from Reception.  Both practice nurses, for the RSV vaccination and for the Annual Health check are wonderful, both so kindly, reassuring, friendly and informative. Very gentle lovely caring people. |
| Good experience and tests done quickly. Seen on time… |
| Reception staff very helpful and Dr Parekh was superb as always! |
| Appointment time kept.  Doctor was kind, friendly, and efficient. |
| Reception staff and nurse very friendly. |
| My appointment with Yvonne was and always is excellent!  Yvonne is caring and empathetic as well as very professional. I also feel we are very lucky to have such caring Receptionists too! They always do all they can to help if you urgently need an appointment…  Have to say a big Thank You to Tracy who helped my husband when he needed to be seen quickly…again very professional and caring. |
| I was able to get an appointment the same day. |
| Staff was very friendly and appointment was given quickly and no long wait in the practice itself. |
| Easy to book, the people who answer the phones are very helpful, so far whatever processes I've had to do have been easy. |
| St Albans medical Centre friendly staff and the doctors are best very caring very helpful to everyone. Doctor Vispi Parekh  Doctor Dorota Urbaniak Doctor John Parrish |
| I am always very happy with the treatment I receive from this practice. I would particularly like to thank Dr. Parekh, Natalie and Noria for their care and helpful advice. The reception team are friendly and helpful whenever I call. I am grateful to be registered here. Thank you! |
| The staff are all very helpful and Dr Parekh is extremely helpful. |
| Saw Yvonne for a blood test then Dr Parekh both very helpful. |
| Helpful medical and front of the desk personnel. |
| I always appreciate St Albans medical team including staffs, medicals … Thank you very much |
| Superb - great service in a very friendly way. |
| Professional and dedicated. |
| Speedy, friendly, professional treatment. |
| Attended today for a blood test. Most efficient. |
| Excellent service. |
| Cause I'm suffering like hell with anxiety and no doctor will help me it's gonna end in disaster for me I can't live with the anxiety I would rather be dead I need to be on the diazepam dose I used to be on which was 12mg per day in 3 4mg doses it is the only thing that helps me it's like know one cares I can't go on with the suffering anymore. **ACTION:** Already discussed with relevant clinicians. |
| Natalie was very professional and charming. Well done. |
| St Albans is a very well managed and run surgery. Dr Parekh is a particularly kind and caring GP who listens carefully to patients' concerns - everyone I know speaks highly of him. He is an excellent role model for doctors new to the surgery. Nurses are extremely professional and nothing is too much trouble. Reception staff are always busy but manage to be cool, calm and friendly with patients. When I listen to complaining friends from other surgeries, I thank my lucky stars that I am with St Albans. Thank You. |
| I was seen on time and the nurse managed to fully resolve the issue I had. An excellent service all round for which I am very grateful. Thank you everyone. |
| Very efficient blood test. Excellent care and info from the nurse. And very speedy results. |
| The doctors at St Albans have always been superb. Very good listeners and always sympathetic particularly Dr Urbaniak. A fantastic surgery overall. |
| Efficiently run practice. Doctors call you promptly and offer sound advice. |
| Professional and friendly. |
| Very good service. |
| Treated with care and respect, on time and with an excellent explanation of my medical treatment.  Thank you. |
| Superb service. |
| Always offer prompt appointments when requested. Never had to wait or been refused. |
| Everything about St Alban's made my new-patient experience a very positive one. From the bright, airy, calming waiting room, to the team; the very helpful & efficient receptionist, friendly & approachable Doctor Parekh, down to earth Nurse Natalie, thorough pharmacist, and lovely bubbly lady who did my blood tests (sorry to those who's names I didn't catch). My thanks to all for such excellent service and care. If there was an excellent option to tick, I would have happily done so. |
| Hi on Saturday 12/10/ 2024 I had my vaccines injection appointment which was done on time perfectly, no side effects.  As always, I appreciate saint Albans medical team patient support. Thank you very much. |
| Very kind, helpful with my questions and caring about my problems. |
| Always courteous, appointment time kept. |
| Thank you so much. |
| Very prompt. |
| Dr Monk was so professional and kind and made me glad I had changed my surgery to St Albans. |
| I was able to get an appointment the same day. |
| Very helpful diagnosis and advice about my back problem. |
| As always, a friendly atmosphere. Yvonne the nurse is especially caring and treated one like a grown up. |
| Seen on time. All procedure explained clearly. |
| Great service. Very efficient. Dr Urbaniak is excellent. |
| Very professional, friendly and knowledgeable- excellent! |
| Good communication from the surgery and a one stop shop for health is very convenient.  Saw Kemila Goppy and was given a good verbal going over! Very thorough. |
| Very helpful & appointment was on time. |
| It’s always a pleasure seeing the Diabetes Nurse, Natalie, for a consultation. She is both professional and friendly. |
| Very understanding and proactive doctors at this surgery. It's always quick to be seen and easy to be understood. |
| Polite, Efficient, Quick to get appointment, Seen promptly. |
| Appointment was pretty much on time. Yvonne was very friendly, kind and courteous. Explained everything to do with the BP monitor clearly. Couldn’t have been better. |
| Yvonne Williams very good at taking blood tests, no mess and pleasant to deal with. |
| Always easy to get an appointment, reception staff helpful and medical staff supportive and knowledgeable. |
| Always had a really good experience at St Albans surgery, especially when feeling very unwell, which is not often probably once a year , l was looked after and treated well . Kind regards. |
| Your services are very good, all staff very nice, helpful and competent. |
| Staff member professional.  Friendly.  Easy to make appt over the phone.  Easy to use B/P machine in waiting room.  Appt running late. **ACTION:** Sorry about that. We would like more details please.  Cannot find my blood results in the nhs app. So will ring in to get. **ACTION:** Please contact us directly and I am sure we can fix this for you. |
| Effective & timely responses. |
| Dr Monk was very kind and listened to everything I needed to say. She provided a thorough review and put a plan of care in place quickly. Dr Monk answered all my questions and put me at ease. |
| All good with Dr Parekh as usual. |
| Great team very friendly and most days appointments run on time. |
| Yvonne Williams was excellent- very professional, friendly and made me feel so calm. |