**FFT FEEDBACK – JUNE 2024**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 85 |
| Good | 15 |
| Neither good nor poor | 1 |
| Poor | 0 |
| Very poor | 1 |
| Don’t know | 0 |
| **Total Submissions** | 102 |

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| Emma was really understanding of my back problem and gave me results from my MRI scan. She then gave me some exercises, hopefully to relieve pain in my lower back. Her student assistant was good too. |
| Ms Goppy was very professional and extremely thorough in her medical history questions, examination, and manipulation in attempting to identify the cause of my hip problems. |
| If I am to be honest, I am not overly keen on the new appointment system. However, saying that, I do usually get an appointment when needed.Staff are always pleasant, polite and professional. |
| The professional who drew blood was an expert and very pleasant to deal with. Unlike some in the medical sector, a very tiny minority across many disciplines, Ms Quintera-Munoz, like Ms Blackie, is a consummate professional who is a pleasure to rely on. Total credit to the surgery. |
| I saw Ms Goppy on 25th June due to recurring sciatica. I received a very thorough examination and was very pleased with the outcome.  |
| Appointment made promptly.I was seen on or slightly before the appointed time. GP always polite, professional and friendly. Follow up appointment made the same day.  |
| On time, good service. |
| Accessible health care. Friendly professional. Dr Monk, Natalie and the Phlebotomist all excellent, as well as the helpful reception staff.  |
| The nurse was very friendly & helpful. She answered all my questions and was very knowledgeable. She also updated me on a number of items I need to focus on.  |
| Easy to get an appointment when I needed them. Reception was very helpful on the phone. I was dealt with very promptly and professionally this week by both my GP, John Parrish, and the practice nurse (2 different matters). Follow up actions were executed promptly.  |
| Dr Sally Monk is always a calm, professional and reassuring presence. She took my two-year old’s son temperature seriously but without alarm, and quickly prescribed antibiotics. We were able to get the appointment quickly and easily.  |
| I had a positive experience on both my recent visits to my GP surgery.  |
| Very professional and great attention to detail. |
| I saw the muscular skeletal practitioner and appreciated not having to wait too long for that appointment to be booked.  |
| Never had a problem with surgery. |
| Professional, reassuring- good advice given. |
| Booked Blood test easy very nice lady. First time it did not hurt! |
| I saw a lovely nurse on Thursday, and she did my blood tests brilliantly.  |
| I saw Emma Harrington (physio) yesterday. She was very helpful and friendly. I’m also very grateful for all the info she sent me to resolve my problem. Many thanks. |
| Easy to get an appointment; seen at the appointed time; and approachable and professional medical attention. |
| Covered off more than I was expecting. Very helpful.  |
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| First class service as usual, friendly and professional staff. |
| I was given appointments that suited me. I saw the nurse for an annual blood test and she also gave me advice on diet and exercise. |
| I was able to obtain a relatively quick appointment where I was given a full diagnosis and a follow up with a specialist. |
| I went to the surgery to discuss high cholesterol with a health coach. My appointment was on time and the Doctor was extremely knowledgeable, professional and friendly. I left with a very good understanding as to what I need to do, specifically around diet.  |
| Very nice nurse! And it was on time. Very polite. |
| Appointments always easy to make. Nurse is so good at taking blood/injections.  |
| Explained everything very well.  |
| I was able to obtain a relatively quick appointment where I was given a full diagnosis and a follow up with a specialist. |
| We as a family are all registered with St Albans medical Centre. We find them really good to get an appointment and also to get an emergency appointment. I also like that they never make me feel like I’m wasting their time. |
| Helpful and friendly staff. |
| I have found all to be efficient and co-operative. |
| Dr Sally Monk was very attentive to what I had to say. I left feeling so much better. Thank you. |
| I came in for my daughter’s 1-year injections and the nurse (Elyse Kaunze) that saw us was outstanding. She was calm and patient and checked in regularly during the appointment to make sure both myself and my daughter were okay. She clearly explained each injection and took time and care to support me in holding my daughter for them. I cannot thank her enough! The surgery and all the staff are hugely helpful and supportive! I really am grateful to be registered with this surgery.  |
| Was seen promptly for my blood test. Lovely friendly nurse. Happy me.  |
| On time.Helpful and thorough explanation of problems and solutions. |
| Dr Urbaniak showed empathy and was very helpful.  |
| Always a pleasant experience and after moving house several times over the years I wouldn’t want to go to any other practice than this one.  |
| The male Dr Monk was excellent; empathetic, interested, professional and friendly.  |
| I felt Dr Parish understood my health problems and acted accordingly.  |
| I was given a same day afternoon appointment when I phoned the surgery in the morning yesterday which was much appreciated.  |
| Yvonne, HCA, is very efficient, professional, and pleasant to be with.  |
| Well run and organised as ever. Yvonne is the best in the world at taking blood, l am really scared of needles, but she is just brilliant. Makes such a difference.. |
| Annual health check with lovely Colombian nurse. Efficient and painless! |
| Appointment with Dr Venus Ameen and she was extremely professional, helpful and knowledgeable with a caring manner which made me feel at ease. |
| I was given an appointment to see Dr Parekh the same day. Doctor checked my blood pressure and chest pain and referred me to the A&E at Kingston Hospital immediately. Whenever I needed to see Dr Parekh, I always found him the person who cares. |
| Very pleased with the service I have received since changing to this practice.  |