**Patient Feedback – May 2024**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 145 |
| Good | 18 |
| Neither good nor poor | 5 |
| Poor | 2 |
| Very poor | 1 |
| Don’t know | 1 |
| **Total Submissions** | 172 |

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| Very good doctors and staff. |
| I’ve been with this GP surgery for many years. The staff are always polite and accommodating to the best of their possibilities. Have always managed to get an appointment when it was needed. Extremely happy. |
| Easy to get appointments when I need them and the staff are friendly and helpful.  |
| Very helpful session with Dr Parekh and exactly at time agreed. |
| On time, all questions answered. |
| * I waited too long for my appointment and my condition got worse in the meantime. I was then prescribed antibiotics but only for three days which was too short a course to solve the problem. So, I’m still unwell a month after my symptoms first appeared. Early intervention must surely be more efficient than delayed treatment. **ACTION:** **There are ways to book an appointment on the same day. Sorry to hear this wasn’t your case. We would encourage you to contact us directly so that we can investigate fully.**
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| Nothing but thanks and praise! |
| Very happy with services provided by reception and nurse. |
| Whomever the receptionist on duty for my appt that day, she needs commending, as she ALWAYS has an open face, natural ready smile, and an engaging nature - even with maintaining that "reception (slightly foreboding) stance. Dr Parekh "wot's not to like?" He's always gracious, and caring.  |
| Excellent quality of care.  |
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| We have been at St. Albans for more than 25 years since moving to Petersham and all the staff are very efficient and helpful. Wouldn’t go anywhere else. |
| Everything was so very well organised and the treatment was faultless, but it is always like that. The patients are always treated with respect and consideration.  |
| Appointment with Pauline was very friendly and efficient, as always.  |
| I have already submitted a review! |
| I had a blood test with Yvonne - she is great and always does a blood test so swiftly and smoothly.  |
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| Friendly and no waiting. Very caring. |
| The doctor was very thorough in examining my daughter and suggested further examination. No complaints at all, thank you. |
| Excellent attention to my issues by the lady physiotherapist and her student Daniel. I feel reassured by the kind attention and prognosis of my back problem.  Thank you St Albans medical centre.  |
| Dr Parekh best doctor ever. |
| Dr Parekh is always friendly, polite, thorough and caring. The reception staff are helpful and polite in what must be a difficult job. Thank you St Albans Surgery.  |
| Very positive appointment. The dietitian is very well informed and is helping me enormously. |
| * Little error as to why I was there. The notes said I was there for an asthma test. It was soon resolved. **ACTION: Glad it was resolved. Often appointments are booked without a given reason. Nurses may not be aware.**
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| Friendly, efficient, quick totally pain free taking of bloods even with difficult veins! |
| Service was good. I had my appointment with Noria on time. She was respectful, kind and quick. Explained every step and when I should get the results back.  |
| Assisted well always at the St Albans medical centre!  |
| Dr Monk listened to history of symptoms with empathy and understanding and a clear and concise plan of action was suggested that was discussed and mutually agreed. I came away feeling reassured.  |
| Always helpful, I never wait long for a response or appointment. |
| Excellent. |
| Seen on time with plenty of time to discuss future actions. |
| Always kindly efficient. Very accessible.  |
| Very helpful receptionists. |
| Always helpful with my questions on health.Drs are always very quick with appointments. |
| Very good communication and sensible availability in case of urgent problems.  |
| Very professional. Easy to book, be seen and prescription to local pharmacy.  |
| Both appointments for blood and Doppler were carried out by really great practitioners who are a credit to themselves and the practice.  |
| Very good service provided during the blood test appointment. Very friendly and accommodating. |
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| * I have been in consultation with my GP Dr Parrish about painful and heavy periods. Asking for blood tests and gynaecology appointment, as I have the history of fibroids. The solution suggested were only painkillers and blood stopping pills, which will not help the cause of my condition. I had to insist on my check up, including hormonal and thyroid test with further visit to the specialist. I am not satisfied with this approach, as GP has my history and should be able to understand to make his/her best attempt to help to resolve the issue, not the consequences. **ACTION: Reasonable to have a step-by-step approach. Certainly, getting blood tests done as well as further investigation are appropriate if does not settle with first line treatment. JP**
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| Very helpful receptionists.  |
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| * Blood pressure and sampling was carried out efficiently and amicably. What else is involved in the annual health check? **ACTION: Depends on a health check, i.e. follow up by another clinician.**
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| Everything arranged efficiently. |
| I was seen very efficiently and in good time by Natalie the practice nurse.  |
| At my visit to St Albans medical centre in the morning, I was greeted with smiles and helpful reception staff. I had an appointment with Dr Lucy Dormer, wonderful Doctor, polite, professional and made me feel at ease, I appreciated the advice and support given. Thank you very much. |
| Dr Venus (sorry don’t know surname) was so lovely - very helpful and knowledgeable and took time with me. |
| I’m glad I’m a patient at this surgery I find all the doctors very nice and approachable I always feel satisfied on leaving the surgery. |
| My GP was very understanding of my medical issues and gave me a clear action plan setting out all my options. Thank you 🙏🏽  |
| Friendly staff and easy to get appointments generally.  |
| I received an appointment that afternoon and Dr dealt with my issue appropriately. |
| The service I received was excellent from booking my appointment to seeing Dr Parekh.  |
| Dr. Vispi Parekh is outstanding, never dismissing a problem and he has naturally a very friendly way of discussing a health issue and dealing with it. |
| Seen promptly. GP friendly and professional.  |
| Very efficient service. I am glad that the surgery performs minor surgical procedures. |
| Always answer the phone. Always Courteous. Always Short time for appointment. All services excellent. |
| As usual I have been very well looked after at St Albans. It is easy to get an appointment, and everyone is helpful and friendly. This time I had to do various blood tests and Noria was great! |
| * Difficulty in making appointments to meet a doctor. **ACTION: Our website has further information on how to make appointments.**

The doctor I met yesterday was a very nice person to meet and was very helpful.  |
| All ways very caring. |
| Reception staff have been very friendly and accommodating. Dr Sally Monk has been brilliant so far, we visited her twice.  |
| Oh... the nurses are just so engaging, helpful, personable, CHEERFUL, polite, and gracious with their listening ear, guidance and professionalism. Will this do? haha. She wore neon green attire but I'd not be able to spell her (Spanish?) name. NORIA |
| Blood test done in an effective way. |
| I was seen promptly and a treatment plan advised. |
| I was seen by Dr Sally Monk recently. A lovely Dr with a very kind and caring disposition. Makes you feel at ease and listens carefully to you, & provides clear guidance on next steps, treatments etc… |
| * Appointment seemed extremely rushed, Dr Parrish was quite rude and could not wait to get me out of there🙄 **ACTION: I am very sorry that you felt I was being rude and you felt rushed. JP**
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| Excellent service. The doctor was very polite and highly professional. She answered all our questions and reassured us. |
| Amazing service. Same day appointment and referral. Thank you. |
| Dr Ameen was really friendly and helpful. |
| I was seen promptly and a treatment plan advised.  |
| Very prompt with getting an appointment, also felt that I received good care, regarding my problem! |
| My two visits within the last week have been exemplary. In the first regarding a bronchial condition Dr Ian Monk was typically reassuring and thorough, and the second - with regard to a separate vascular episode - was dealt with by I believe a visiting doctor (Dr Venus?) who was also friendly, extremely thorough and supportive. |
| Receptionist very helpful as wound on shin very uncomfortable and had tried myself for 2 weeks and not healing. Appt given for next day to see nurse. Now had 2 visits and another booked. Now more comfortable.  |
| I come to see the nurse for a blood count. And all was very good, awaiting results. |
| The practice provides appointments within short or very short wait times. |
| My surgery goes out if it’s way to accommodate every request in a calm, polite and professional manner that makes me feel an important patient even for the most trivial issues.  |
| As always Dr Parrish was friendly and supportive as is the Practice! |
| Very good appointment. |
| Seen promptly. GP friendly and professional.  |
| Very friendly staff, that always go above and beyond with their service.Dr Parekh is amazing, always there to help, nothing is too much for him. |
| Very helpful staff. I know they will try and get me an appointment asap. Always efficient and pleasant.  |
| Efficient service. |
| Other surgery's could learn so much from your practice. Quick efficient service by competent professionals. Thank you. |
| Lovely ladies on reception do all they can to help ⭐️⭐️⭐️⭐️⭐️ |
| Always friendly, helpful and efficient.  |
| I was seen quickly, and professional dealt with!  |