**F&F FEEDBACK – NOVEMBER 2024**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 116 |
| Good | 24 |
| Neither good nor poor | 6 |
| Poor | 2 |
| Very poor | 1 |
| Don’t know | 2 |
| **Total Submissions** | 151 |

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| Because I was very happy with 2 certain members of staff, Amy Richens and Dr Ian Monk, who both know how to do their job properly they’re both excellent. |
| Very professional. Seen very quickly. Pleasant experience.  |
| 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: Sorry about this incident. If you want us to take action, please help us to identify staff members.**  |
| Always get a timely appointment when I need one. Reception staff and doctors are very helpful. Special mention of Yvonne, the nurse, who always puts me at ease for blood tests etc. Overall very happy with the practice. |
| I have always found the practice responsive to my needs. My appointment yesterday with Emma Harrington was a good example of this.  |
| Appointment took place on time. |
| Good friendly efficient service from Yvonne as always.  |
| My GP surgery is always accommodating and friendly. The reception staff are always helpful and tries their best to give appointments asap. I love the fact they still offer ear wash syringing services where I know others have to go book outside of NHS and pay. Thank you at Albans Practice. |
| I’ve always had a good experience with this surgery all doctors & staff are very nice. |
| We are very happy with all of the doctors we have seen and rarely have to wait long for an appointment. It seems a very efficient, professionally run surgery.  |
| This is the second time I’ve had a consultation with Ms Goppy. She is very thorough and knowledgeable. The consultation was really helpful and has given me options for recovering and avoiding future injuries. Thanks! |
| Friendly reception staff. Easy to get an appointment. Efficient nurses and GPs. |
| I was seen on time and procedure was undertaken professionally and competently and with friendly manner. |
| The reason for this view Is I was seen on time. The nurse was very patient as my veins weren't very awkward collecting blood 😬  |
| Good friendly efficient service from Yvonne as always. |
| I made the best choice moving from my previous practice. The service has been excellent.I can finally have face to face appointments. The receptionists are also very helpful.  |
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| Appointments usually ok and seen on time. |
| The blood test appointment was carried out on time, efficiently, painlessly and cheerfully.  |
| Hi yes, answer is cause I don't really want to comment, practice is pretty good though especially staff and Dr Ian Monk is best doctor I've seen. Thank you take care. |
| Your surgery is brilliant efficient helpful and top draw.  |
| The overall service from the nurse was fine but I couldn't have my ECG because the machine wasn't picking up the signal, despite a further attempt to attach the wires. So I'm returning on Monday, hopefully 2nd time lucky! |
| The ECG machine was not working. The nurse tried very hard with all the patients to make it work and was very apologetic. Not her fault, she was kind and thoughtful. However, a total waste of an afternoon for me and haven't make another appointment. **ACTION: The ECG machine is quite advanced although very sensitive. If you could contact us directly, we could investigate what happened on that day.**  |
| Lovely staff and professional service.   |
| I came to the surgery for routine blood tests, had my BP taken and weight recorded as well. The procedures took place fairly quickly and without trouble. I didn’t have a bruise on my arm this time. |
| Physio Emma very helpful. |
| 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: Please book an appointment for a follow up.** |
| Punctual appointment, friendly and professional staff.  |
| When you finally get an appointment, the nurses and doctors are very good. But the appointment situation is a lottery. Phoning on the dot of 8am you can be 8th in the queue or not get an appointment at all. If it’s difficult for you to phone at either of the allotted hours then it’s impossible to get an appointment at all. **ACTION:** **Patients can always pre-book an appointment up to 3 months in advance, if it is urgent, patients can ask a reception staff for it and the cases will be clinically assessed.** |
| St Albans is a great GP practice. I can get an appointment quickly and the doctors and staff are all reassuring and kind.  |
| Very impressive GP practice. All the staff are highly efficient, helpful and friendly. I've had the pleasure to be treated by Dr. Vispi who is always patient and professional, an excellent doctor and excellent surgery. |
| Whenever I ring surgery for appointment or any queries regarding appointment I have always got good responses from the reception. Always treated by doctors and nurses in time. |
| Never have difficulty getting through on phone or getting appts always find reception staff very polite and courteous. |
| Excellent and timely help as always from Dr Parekh.  |
| I have been able to get appointments in reasonable time. My treatment has been appropriate and thorough. |
| Rapid appointment. Friendly efficient doctor. As good as ever. Thank you. |
| Friendly and small practice. Very easy to book appointments. The staff are lovely and clinicians are good and knowledgeable. The HCA (Noria) that did my blood test was excellent. I’d definitely recommend the practice. Thank you  |
| Excellent service as always.  |
| Fast good service from the nurse.  |
| I was seen by the nurse on time and she took my blood as per appointment and also took another sample which was due mid December.This took away the need for me to make another appointment, very impressed. |
| Access good.  |
| Friendly staff.  |
| We are very happy with all of the doctors we have seen and rarely have to wait long for an appointment. It seems a very efficient, professionally run surgery.  |
| An always excellent service is provided by the practice. |
| I was looked after by the staff and my doctor. |
| The nurse that did my blood test was absolutely amazing! I am afraid of needles and she kept me calm and did the test so quickly and professionally. Thank you very much! I cannot say enough good things about this surgery and their staff. |
| Very friendly staff who are always willing to engage. |
| Arrived early and was seen immediately by the nurse. |
| The dietitian was extremely thorough. Very easy to talk to and did not feel rushed. |
| Always very helpful, efficient and friendly, and work hard to deliver an excellent service.  |
| All good professional staff. |
| As the front face of the surgery the Reception staff are always friendly and efficient. What more can anyone ask? Thank you.  |
| Amy on reception is always cheerful and helpful. Dr Parekh is friendly, thorough, professional and knowledgeable. |
| Last week I visited the practice for a bloodiest. I was seen at the appointed time by Noria Quintero-Munoz who was friendly and professional in her manner and in the taking of blood, which I barely felt.  |
| Very good service.  |
| Always efficient helpful and friendly staff. |
| My reason for my appointment was not put on my appointment reason which therefore delayed the nurse and me for no reason, I shouldn’t have to be the one telling the nurse what needs to be done and ensuring that I get the correct medication. **ACTION:** **Receptionists should always put the reason. We are very sorry this was missed on this occasion.**  |
| Health Assistant friendly & very good. |
| As always, very professional and friendly. So grateful, many thanks. |
| Always excellent! Big thanks to Noria for restoring my hearing. I am very grateful that i am registered with you. Thank you!  |
| I scheduled a phone appointment but did not get a call. **ACTION: We cannot investigate this without more details. Please call the surgery back if it ever happens again. This should not have happened and we do not know if the clinician tried to call at least.**  |
| I sat for some time in the waiting area having arrived early for my midday appointment to see the healthcare nurse. I was called at approximately 12.15pm. I was greeted warmly by the nurse and I immediately relaxed and felt calm. She was efficient, attentive and kind.  |
| I saw Ms Goppy on 25th June due to recurring sciatica. I received a very thorough examination and was very pleased with the outcome. |
| I attended recently for a pneumonia vaccine. I was called in on time and the staff member put me at my ease. The whole process was very efficient.  |
| Problem understood, received appropriate prescription, many thanks. |
| Issues dealt with proactively. |
| The phone was answered promptly and the receptionist was very helpful and dealt with my concerns clearly and patiently. Thank you. |
| Always can get to talk or see someone. |
| The GP who spoke to me was very understanding and very efficient. She was very know and acted promptly and professionally.  |
| Everyone very helpful and approachable. Consistently good level of care, professionalism and medical knowledge. Thank you.  |