**FF&T – JANUARY 2025**

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| **Total By Response Type** | |
| **Response** | **Count** |
| Very good | 142 |
| Good | 19 |
| Neither good nor poor | 3 |
| Poor | 1 |
| Very poor | 2 |
| Don’t know | 0 |
| **Total Submissions** | 167 |

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| The surgery are always helpful, efficient and friendly; however this visit the ECG machine broke:( **ACTION:** Apologies but this was beyond our control. We got the machine repaired. |
| Appointment was on time. Nurse was helpful and most competent. |
| Have always had an excellent service, have been a patient at this surgery for many years. |
| Very good service - friendly, efficient and professional from the front desk team all the way through to the nurse and doctor. |
| Had a comprehensive discussion with nurse Blackie regarding my travel destination and inoculations/prevention advised. Very thorough. |
| Felt listened to and as if we were being taken seriously. Lots of helpful ideas and referral for physio. Thank you so much! |
| I see the muscular skeletal doctor who was very nice easy to talk to and very professional. |
| Helpful and friendly! |
| My appointment time was changed, my arm is badly bruised after blood test. **ACTION:** Sorry about this. Some patients, unfortunately, may react differently to blood withdraws, although this is rare. |
| Having been seeing Natalie Blackie / very good nurse and is very welcoming and makes you feel at ease. Very encouraging and friendly. Always feel great when I leave. The reception ladies are lovely and always helpful. Good all-round team. Keep the good work up. |
| You run a very good practice. What more can one say. Keep up the good work. |
| Clean and tidy practice, with many useful in-house services provided in one spot… lovely nurses. |
| Helpful supportive staff. |
| Dr Dormer is very thorough, professional and makes you feel that she is doing something about your condition. She makes things happen. I would say one of the best doctors I have ever seen as a patient |
| Efficient friendly and professional, as always. Thank you 😊 |
| Yvonne Williams was punctual, efficient and friendly. |
| I have been with this practice for 35 years and Dr Parekh, and I can’t say enough about him, a Brilliant doctor and a wonderful man. |
| I was contacted the following morning after sending in a message requesting my second shingles vaccine and offered an appointment. A very efficient service.  Nurse Martha who vaccinated me was so friendly and professional, that I felt so relaxed about the procedure. Thank you. |
| GP was very prompt calling me, and very friendly and caring. |
| Poor cause I put a repeat prescription in on Tuesday then went to chemist Saturday and it wasn't there ,and it's my diazepam which I absolutely completely struggle without I have severe anxiety panic attacks on a daily basis ,and diazepam is only thing that helps , I do not get out of bed for days without it cause of my fear of going out ,I need to be on the old dose I was on which was 12mg per day I think , name is (Gary Clarke) by the way ,thanks. **ACTION:** Prescription has been issued. |
| Brilliant Practice! I find Amy on reception extremely helpful.  Dr Sally Monk is excellent and Noria is lovely and gentle! Thank you all. |
| As always courteous kindly and efficient. |
| Blood test. Efficient. Nurse open and friendly. |
| Professional service. |
| Was seen at the booked time for my blood test. Nurse was very friendly. |
| St Albans is a wonderful surgery and the staff are very friendly and helpful. Have nothing but praise for the doctors. And I'm very sad to learn Dr Parekh is retiring I wish him well. |
| The practice has improved recently. |
| On time, friendly and informative. |
| Excellent surgery! Amazing doctors who are caring and helpful! Great system for appointments and can get face to face appointments!! |
| Staff are friendly and professional. |
| The phlebotomist was extremely skilled, she found my difficult vein immediately and painlessly and without a bruise. She was also very friendly and professional. |
| Had waiting of 10min. Since I had to go to work this mattered. Had I taken day off this waiting is doesn't seem much. **ACTION:** Apologies, sometimes patients take longer to discuss their matters, and can be beyond our control. |
| Strange booking. **ACTION:** Why? |
| There is such discrepancy between the communication and information from practitioners and that of the reception staff that I actually feel like I’m being gaslighted. Time and resources are being wasted so much that an NHS waitlist is the least of my problems because I can’t even get the most basic assessments done properly or promptly. I was also unfortunately in the care of one of the nurses the other week and had to listen to her making gross chewing noises whilst biting her nails and then touching me without cleaning hands that had just been in her mouth! **ACTION:** I am afraid we cannot help here as there is not enough details to follow up. |
| Always able to get an on the day appointment though really think triaging appointments rather than first come first serve is safer…for children / elderly especially. Doctors always kind and supportive. |
| An excellent service as always. |
| Excellent support and service and medical practitioners and receptionists that are friendly and very helpful. As a patient I feel really looked after by the practice. |
| Seen very promptly - very friendly. |
| Friendly, prompt and efficient. |
| They contacted me and arranged the appointment quickly and was dealt with professionally. |
| The appointment was very satisfactory, and my enquiries were fully explained. |
| Lovely helpful receptionist and I was seen punctually. |
| Blood test appointment - charming, helpful and efficient service. Given a urine test to bring to the surgery with clear instructions. Mrs Williams is a positive asset to the surgery. |
| I saw nurse Yvonne Williams she is always excellent just the right balance of professionalism & welcoming manor. |
| Warm and skilled nurses for my smear test. Comfortable process! |
| Just brilliant service from the practice nurse. |
| Fast, friendly and efficient. |
| Have had wonderful experience quick appointment for results. |
| Outstanding service....if all the NHS gave this standard....life would be so much better for all....thank you... |
| Managed to get an appointment quickly everything went smoothly and was handled professionally. Thanks! |
| Top notch GP practice; efficient, effective, caring. |
| Dealt with quickly and efficiently including encouragement on my giving up smoking. |
| Always get an appointment quickly. Excellent when I see the professionals. Quick and polite |
| Staff are helpful and great. |
| Efficient handling of appointments and test results: A very kind Dr Parekh who is patient and gives enough time. Thank you. |
| Dealt with quickly and efficiently including encouragement on my giving up smoking. |
| Very friendly and helpful service. |
| Nurse was excellent with blood test. Yvonne. |
| All doctors and staff are very kind and helpful. I normally manage to make an appointment for just a few days ahead. Very good service. |
| There was one particular receptionist who seems very caring and helpful unfortunately I don’t know her name I’m hoping very well this morning my GP phoned me back very quickly and I was able to get some medication and all very satisfied. |
| Nurse was welcoming & reassuring & informative on procedure. Surgery is always well kept & easy to check in. |
| I feel welcome and supported! |
| Dr Monk, who removed and then inserted my coil, was kind, professional and made me as comfortable as possible. It’s never a pleasant procedure but she was efficient, attentive and took time to explain everything clearly afterwards. |
| All done well and efficiently. |
| Efficient appointment booking, and que, timely appointment with doctor and follow-up tests. Thank you. |
| The dietician whom I saw was very thorough and explained the problems associated with a raised blood sugar count and how to proceed. I had previously done some research but felt I wasn’t on the right track which was very disappointing. I was told it would be possible to have another meeting. |
| My appointment was on time and the HCA was welcoming, professional and helpful. |
| Dr Parekh is always so kind and considerate. |
| Unfortunately, the ECG machine did not work and I will have to return to have to return to be retested. Otherwise, blood testing was fine. A friendly and professional phlebotomist.  (David Stenhouse) **ACTION:** Unfortunately, our ECG machine has let us down last month. Apologies about it. It was beyond our control. |
| As usual very pleased with the service provided, my appointment was on time and very thorough. People should stop knocking the NHS. This practice is Brilliant. |
| Telephone appointment and Dr immediately arranged to see me within two hours face to face. |
| Difficult for the elderly, without my family to help with appointments and phone calls it would be an impossible situation. **ACTION:** We are disappointed to hear that. We offer every possible channel to contact the Practice whether it’s by telephone, face to face or digital communication to reach us to make an appointment. |
| Yvonne carried out blood test very efficiently. |
| Dr Monk was so professional and kind and made me glad I had changed my surgery to St Albans. |
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| The nurse (Spanish) who did my blood test, was very charming and helpful. |
| My blood test was conducted in a friendly and efficient manner, and I had to wait only about 10 minutes beyond the scheduled time. |
| The nurse was very knowledgeable and efficient at taking the blood sample and advising me on my next steps. Very pleasant and helpful - thanks! |
| Quick response from the receptionists, doctors make sure to call back or call for face to face consultation. |
| The Nurse showed me what she has done. |
| I have confidence in my usual GP. I can get an appointment within a reasonable period of time. |
| Excellent friendly service as always |