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

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| **Total By Response Type** | |
| **Response** | **Count** |
| Very good | 119 |
| Good | 17 |
| Neither good nor poor | 3 |
| Poor | 1 |
| Very poor | 0 |
| Don’t know | 0 |
| **Total Submissions** | 140 |

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| I saw Dr Dorma. Very impressed with her analytical approach and caring approach. Very refreshing. |
| Everyone is very helpful and friendly. |
| I am always able to book an appointment, face to face or over the phone which, compared to all my friends, is amazing |
| Informed and helpful- appointment on time- easy to make new appointments. |
| Managed to make appointments within suitable time. Received effective treatment. |
| Seen on time. Painless. |
| Great meeting with Dr Vispi Parekh and follow up with physiotherapist. |
| Punctual friendly service. |
| Very thorough review of my ankle injury and helpful exercises to resolve the problem. |
| Quick appointment time. Friendly and caring doctor. |
| Prompt appointments and good comms via app. |
| Dr was very helpful and explained things about my results so I could understand what it all meant, and helped  me with getting the right treatment. |
| Very helpful in person consultation with Dr Parekh. |
| Katya was very polite and explained the subject matter very well. I went an away with a good understanding  of my symptoms together with a new diet plan. Thank you. |
| Friendly and professional reception staff.  Doctor PAREKH was excellent, I was examined thoroughly and reassured me. |
| Nothing g really to add. The service is excellent. |
| Always get appointments in quickly, great doctors who go the extra mile. |
| The nurse was very good, but the GP surgery has fell to give me the medication, so I have to stop my treatment  for rheumatology. **ACTION: Please raise this directly with a clinician as we do not know the circumstances.** |
| Reception very polite and helpful nurses brilliant St Albans brilliant. |
| I recently had two appointments, one for blood test and health check with Noria and the other for Asthma review  with Prabesh. Both were professional and reassuring.  Generally I feel very fortunate to belong to this Practice. |
| I visited the surgery for a smear with Elise. I was nervous about having this, she made me feel relaxed and completed  the procedure swiftly and professionally. She is a credit to the surgery. And also recently a telephone appointment  with Dr Venus Ameen who was excellent. Her knowledge she shared with me was useful and I’ll be very happy  to see her again. I hope she becomes a permanent GP at our surgery as she would be an asset.   It’s refreshing to see after some bad experiences I’ve had with a certain GP at this surgery. |
| Dr Sally Monk was friendly, thorough and reassuring. I felt confident in her knowledge and examination. |
| Lovely reception staff, caring and kind, nurse was very kind and caring ,answering all my questions. |
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| The nursing service is excellent but patients’ medical conditions not effectively monitored by any of the GPs. **ACTION:**  **Knowing more details would be extremely helpful for us to improve.** |
| Can always get an appointment very quickly. Lovely helpful staff. |
| Very friendly staff and easy to chat to. |
| Professional and on time. |
| Noria was very personable, professional and efficient while taking my blood. Thank you. |
| I went for a minor surgery and was looked after very well and on time. Appointment run on time and the doctor  performed the procedure with expertise and care. Also looked after a couple of other issues in parallel and was  able to provide proper feedback and re appoint me for the corresponding removal of the stitches…. |
| Dr Parekh was very considerate and gave a clear explanation regarding my problem. |
| Very helpful with my questions, polite and caring with my treatment. |
| Everyone is very helpful and friendly. |
| Yes, I saw the very nice Kemila physiotherapist, she was extremely helpful and helped me understand some  of my concerns. |
| Excellent communication, many services offered, quick turnarounds with repeat prescriptions, friendly receptionists  and GPs are of the highest calibre of medical professionals. |
| Healthcare Assistant, Yvonne, warm, welcoming and professional. Totally satisfied with this experience. Thank you. |
| Efficient and very helpful service. |
| We are so impressed with the care we, as a family, get from the St Albans surgery. The doctors are great and  so are their support team. One of the things we really value is the speed with which we can speak/see a doctor.  We have been coming to the surgery for about 30 years and have always felt supported and well looked after  by the team. |
| Blood test staff and reception helpful and efficient. |
| Pleased to get an appointment quickly. Diagnosis and prescription good, knee swelling going down, movement  returning. Many thanks for the service to Dr. Ian Monk. |
| Every one efficient and helpful. |
| My ECG test has “no comment “ from the health professional. I have had no follow up call. How does this leave me  with the health issue I reported? **ACTION:** **We wouldn’t call patients every time if results are normal.**  **Please speak to a receptionist, check online or follow an advice given by a GP requesting an ECG.** |
| I appreciate that there are two options to consult a doctor, either face-to-face or a phone call. Also it is good to be  able to choose which GP to see if the matter isn't urgent. **ACTION: You have a right to ask for a GP you wish, if**  **that GP is available on the day and if the matter isn’t urgent.** |
| Called to see GP on time and satisfied with advice given. |
| Easy to book appointments and friendly staff. |
| Efficient. Friendly. |
| Relatively easy to get an appointment - which apparently is rare in these times. Everyone's seems professional  and mostly caring friendly. Very happy with our doctors. |
| Practice Nurse Blackie was excellent. Thoughtful, thorough and attentive. |
| Appointment didn't really give me an answer as to why I hurt so much and why my nerves were so sensitive and  burning . Did get an appointment early next day so that was a bonus. |
| Quick, efficient service. |
| Very good seen on time. |
| Excellent in all respects - prompt medical advice, and good support from all the health care team.  Good communications on the NHS app regarding test results, vaccinations etc.  One is very lucky to have such good service, given reports of the media of difficulties in getting appointments at  other practices. |
| Yvonne was friendly and gave good advice in response to queries. |
| Excellent care just what one needs when feeling very poorly, as always, nothing was too much trouble. |
| Timely, informative and friendly. |
| It's easy to get an appointment and both Drs Parekh and Urbaniak really listen to you. |
| Was seen promptly and was relatively easy to book the appointment. A very helpful clinician and I felt heard  and understood and a sensible plan to progress matters was made. |
| Really very professional, friendly and consistent. |
| The nurse I saw yesterday was particularly pleasant and the receptionist was very helpful. |
| Everything went smoothly Dr Lucy dormer was lovely, understanding to my needs. Reception ladies friendly. |
| My physiotherapy appointment was outstanding. She was so thorough and went the extra mile, giving fantastic  advice on an age old problem, that I have never been given before. |
| Staff are always kind and helpful, from receptionists to doctors. |
| I’m usually able to get an appointment, either face to face or my phone with very little wait. I don’t feel rushed  during appointments. |
| The staff are always polite and helpful. The surgery has lovely doctors who listen and are professional.  All in all a wonderful surgery. |
| I was reminded to make an appointment by one of your staff.  I called to make an appointment and was able to quite easily.  My appointment itself was on time and quick. Overall excellent. Thank you. |
| Wonderful team of receptionists, health assistants and doctors. This is a superbly run family medical practice that  really cares about patients. |
| Apart from the locum nurse missing the initial appointment, all was well. |
| Good service with the Gp. |
| Useful session with Katya. |
| The service and support I receive from the practice is wonderful. One hears so many unfavourable stories that  I count myself fortunate to belong to this practice. |
| Staff always friendly and helpful, health advice clearly delivered, I am grateful for the help I have received  over the years. |