**F&FT Feedback - July 2024**

I saw the physiotherapist Tuesday afternoon regarding a painful stiff neck. I was pleased to have thorough examination of my neck and told although there was muscle tension k could help the condition by regular exercise. I had enough time to ask any questions.

Ms Goppy was really good. She made a thorough report of my symptoms, and made some physical observations and tests. This led her to a reassuring diagnosis and useful information on exercise and classes that would aid my issue. Thanks!

As usual first class service 👍

As usual. No complaints, I saw Noria for a blood test which was no problem until she sunk her teeth into my neck, 😬

Extremely pleased with the service. Quick and simple check in. Dr Parekh is great and my life saviour.

Always very helpful and quick with appointments. Service is excellent. 👌

The doctor whom I saw in face to face was very thorough in her examination and gave me assurance. The doctor to whom I spoke on the phone was able to access my records and give me the information I needed for my holiday insurance.

Booked a telephone consultation, advised to book blood test, did so very easily, nurse was lovely, efficient and discussed my test. Now waiting results.

Very polite, caring and capable nurse Natalie Blackie did my smear test yesterday. It couldn’t have gone better. Thank you for your professionalism as always.

Dr Urbaniak has been my doctor many years now and has been a remarkable doctor in many ways helping me. The physiotherapists has be extremely helpful in detail of exercises to do. Much appreciated.

I felt very confident in the diagnosis and practical treatment plan provided by my physiotherapist. She is clearly competent and experienced.   
The only negative overall (for which Kemilla apologised) was the 35 minute wait past my appointment time.

Great service from Dr Parrish as usual!

Seen when was convenient by Dr Parekh who was very thorough and gave excellent feedback again.

Nurse was super nice and extremely helpful throughout the appointment, giving the injections as well was very easy and pain-free.

Very efficient, professional and friendly service.

I consider myself very lucky to live in North Kingston and able to access this surgery. Compared with many friends in Teddington, for example, I receive excellent care at St Albans. All staff, non medical too, are kind and patient, so I don't feel anxious about accessing their services.

Everything was very professional and friendly. Very quick procedure. Thanks.

First class 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.

Was able to make an appointment quickly (within a day). Appointment was friendly, quick and efficient. I was also impressed with surgery calling me to cancel subsequent appointment with nurse due to global software outage and proactively calling me back to reschedule.

My recent appointment did not go ahead due to GP disruption after IT outage.

As a lay person I would find it helpful to have an appropriate review of my test results. I see that some renal function results are outside the normal range and would welcome an indication of what this may indicate. **ACTION: We would need you to write to us/phone with your identification in order to help further.**

Practice staff are always helpful and friendly. Normally one can make a GP apt for fairly near future. The GP telephone apt service is also helpful for some situations. We are v fortunate to be patients at such a good practice.

My appointment was cancelled due to the It problems. I have to rearrange next week.

Everyone is always helpful, polite and professional.

I feel very fortunate to be a patient at this practice. I was able to access face to face help promptly, was met with empathy and competency, and am grateful and reassured to have been rapidly referred on to appropriate services, & then to have been informed speedily of results. Big thank you to Dr. Parekh, and both the Dr Monks.

Always first class service.

The surgery is amazing. They always manage to find an appointment within a day or so. The doctors, nurses and support start are great. Thorough, professional, empathetic and supportive. Couldn’t ask for a better practice.

The nurse was very efficient.

Always prompt and very effective communication in advance of appointments. Excellent reception staff. Availability is very good: it is always possible to get an appointment quickly.

Thank you so much Dr Urbaniak for listening and checking and reassuring me and booking a physio appointment so quickly. Feeling very blessed that we have such an amazing team of Drs and Staff at St Albans THANK YOU.

Everything on time. Staff helpful.

Very efficient, engaging and informative.

Received excellent service, feedback and follow up . Could not be better.

HCA clinically proficient. Good patient interaction.

Very happy with the service received.

Very welcoming surgery (I know unbelievable). The doctors are very thorough, Dr Parekh very approachable and diligent.

Overall the service I've received from doctors and reception staff has been good.   
A recent exception was a nurse appointment to have a blood test which was awful. I was made to feel like a widget going through a machine with an off hand manner. I'm also not sure why this was required given I have 6 monthly hormone tests done at the hospital and communicated by the endocrine consultant in letters following outpatient appointments. It feels as though these results are not recorded in my GP record? Apart from these 2 points though the service us good. **ACTION: we would appreciate more details. Please write to us directly so we can investigate further.**

Response was good.

Nurse was very helpful friendly and supportive.

As is usual, everyone was very friendly and polite and seem genuinely concerned about patients well being.

The practice is fantastic. They almost always manage to offer an appointment on the same day or next day. The doctors are thorough, thoughtful and always have time for their patients. Always a first class service on every level.

Dissatisfaction with the NHS service, I often leave my appt. feeling ashamed for even mentioning my symptoms. Despite not feeling well, I felt like I wasted my time. **ACTION: Sorry we could not help on this occasion. You have an option to choose a different clinician next time.**

Staff are very helpful and doctors are wonderful. So pleased with this surgery. I have great support as my husband is very poorly.

Lady who served me was pleasant and professional.

I saw the physiotherapist Tuesday afternoon regarding a painful stiff neck. I was pleased to have thorough examination of my neck and told although there was muscle tension k could help the condition by regular exercise. I had enough time to ask any questions.

Dr Parekh is always very friendly, supportive and helpful.

Quick and efficient, easy to get appointments.

Professional, polite and attentive - very happy with my local surgery!

Straight forward visit. In & Out. Very Welcoming.

Appointment time was kept perfectly. All staff are kind, helpful, and efficient.

Professional, caring & friendly.

I have been served by dark hair receptionist today, she was very arrogant, rude! **ACTION: We have addressed this with all the receptionists at a meeting.**

I was able to book a same day appointment. I was seen on time. Dr. Parekh was very professional, knowledgeable and reassuring.

Necessary tests and results provided quickly and efficiently so thanks to Dr Parekh & all at St Albans.

Reception staff friendly, not too long to wait to answer calls; appointments available within a good timeframe and staff all good, professional and expert.

Saw Physio and felt I got a diagnosis of the issue that neither previous GP appointments had considered. Albeit that 2nd GP did refer me to Physio. Lovely Doctor, made time for me and answered all my questions.

Really efficient service.

The nurse was very professional and caring following my visit to Dr Parek for whom the same applies. Excellent.

The Diabetic Nurse Natalie Blackie is an excellent nurse who listen to my concerns and advise accordingly to control my condition for the last few years. Above all she has time for her patients. On the whole St. Alban's medical centre is one of the best GB practice.

On time, efficient service from YW as always, professional skill combined with sociability and humour. A practice asset in all respects.

Surgery with leg very good.

Very satisfactory interaction.

Appointment on time, welcome and explanation of a student attending.   
Interesting case as my knee problems seemed to have happened post Covid jabs. Thoroughly examined and the feedback was interest to hear there has been anecdotal evidence of them causing problems in joints etc. I was able to say that all the pain had stopped, and I was walking and ext with Pilates and had had no further problems. Grateful for the appointment to have fears allayed.

Nurse Noria is excellent, very kind she made me confident, she gave me feedback about my last results and answered all my questions.

Always a great service.

On time appointment. Nurse very good.

On time with Dr, information was good for my problems.

Easy booking through text, simple blood test appointment went well.

Both, my GP and the nurse who saw me at the recent appointment acted professionally with due care. They were attentive and friendly.

Helpful reception staff. Painless and straightforward blood test.

Staff are always friendly, professional and efficient. The surgery is clean and welcoming.

The automatic signing in is quick, and seeing my doctor of my needs I wasn't waiting too long.

Disappointed with my appointment yesterday went into the surgery for no reason when everything could have been explained on the phone and leaflet posted to me..!! Getting an appointment is a joke and being listen to about your health needs is hard work it’s like ur talking in a foreign language. **ACTION: Unfortunately, we don’t know why you were recalled for this appt. Indeed, for certain conditions we send a leaflet only. Please contact us to discuss further.**

Axiomatic.

Easy to schedule appointment via NHS app. However, GP appointments are very short, should be 5 mins longer. **ACTION: Currently our policy is 10 min, however, if you have got more than one problem to discuss you can ask a receptionist to book a double appointment.**

Nothing is too much trouble.