**F&FT – MARCH 2025**

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| **Total By Response Type** | |
| **Response** | **Count** |
| Very good | 64 |
| Good | 8 |
| Neither good nor poor | 4 |
| Poor | 1 |
| Very poor | 0 |
| Don’t know | 0 |
| **Total Submissions** | 77 |

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| Always very friendly, caring and personable. |
| Very friendly and helpful. |
| Excellent. |
| Very easy process of having travel vaccinations. |
| Appointment time was kept.  The taking of blood was painless. |
| Excellent response to problem. |
| Excellent and pain free blood test from Yyonne Williams. Thank you. |
| I truly felt very comfortable with the GP Practice St Albans staff. They truly treat me with respect,  professionalism, and kindness. It's a great support, as patients often come in with ailments, health problems  that cause stress and sadness. Therefore, receiving good treatment is a great help and comfort. |
| Nutritionist referral and all tests have been excellent. Reception is friendly and ability to get an  appointment has always been very good. |
| Easy to get an appointment, very good consultation with Dr Parekh, clear guidance and good next steps. |
| On time and professional. |
| Dr Sally Monk was very good and helpful and took time to understand my issues. I was very grateful. Thank you. |
| I want to add that I felt listened to by Dr S Monk and not rushed. in addition the reception staff are  always ready to listen and ready to help. |
| Such a lovely surgery and well ran! Also, can get an appointment and such friendly staff and also so helpful. |
| The best service. Thank you. |
| I called the surgery to book and appointment and receptionist I spoke with was a delight to talk to,  helped me with options to speak with my preferred GP. |
| I was seen promptly.  Yvonne was very friendly, as always. The nurse followed up later in the morning by telephone. |
| Brilliant Practice!  I find Amy on reception extremely helpful.  Dr Sally Monk is excellent and Noria is lovely and gentle! Thank you all. |
| I got my appointment in suitable time. One of the Reception member is very helpful and make good effort  to do her duty. Getting appointments quicker than previously. |
| Excellent reception staff and good response to my needs. Dr Parekh called me promptly within the  time frame given and recognised the urgency of my presenting issue arranging to see me later in the day. |
| The new system of booking an appointment. To call on the day at 8 am or 1.30 for cancellation is not great.  Also, the receptionist has to ask you why you want to see the doctor which is something personal.  I don’t like it. **ACTION: Cancellation facility is directly through the telephone 24/7. We respect your**  **decision for not sharing your reasons, just let our reception staff know.** |
| Seen promptly and efficiently. |
| The surgery is run very professionally and the doctors treat us with great respect. Thank you. |
| Polite staff. Friendly caring GP. |
| Excellent service on all respects. |
| My appointment was on time and everyone I had contact with from booking onwards was friendly  but professional at all times. |