**F&FT – FEBRUARY 2025**

|  |
| --- |
| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 109 |
| Good | 15 |
| Neither good nor poor | 3 |
| Poor | 1 |
| Very poor | 1 |
| Don’t know | 1 |
| **Total Submissions** | 130 |

|  |
| --- |
| Always helpful and very polite no complaints. |
| Basically, I have wasted my time. Nurse did not know why I am there. **ACTION:** If you would like us to investigate it further, please contact us directly. |
| Met Alice the dietician. Very professional and knowledgeable was very happy to share it all with me in a very simple way which is what I needed. I am now more equipped when I’m looking at food labels and has given me different food options that I hadn’t thought of. She also did not rush the appointment which was brilliant of her. A brilliant addition to the surgery. |
| Receptionists are always friendly and helpful. Dr Lucy Dorman (sorry think wrong spelling) she is absolutely brilliant. My go to doctor for everything. Being female, I prefer a lady doctor. She has a lovely manner and is a good listener while being thorough. A real credit to the practice.  |
| Dr Parekh has been really attentive and helpful and reassured me after recommending a number of tests. The surgery are really efficient and a pleasure to visit. |
| Walk in, give blood, have a natter, walk-out with a smile. Great start to the day. |
| Staff are friendly and knowledgeable. |
| My appointment was for a blood test. With Noria. I have now seen her twice this year. She is kind, reassuring and so quick and efficient. I am a bad patient; very nervous. But she is so expert at what she does, that even I can sail through it. I believe she is a huge asset to the surgery.  |
| Waited 30 minutes to see nurse then told she couldn’t syringe my ears as other patients would be kept waiting as my appointment would take 30 mins and not the 7mins I was booked in for- in error. **ACTION:** Apologies that this appointment was booked for a quick ear check instead of a longer one for the procedure. We offered you another longer one the next day.  |
| Very efficient and helpful. |
| Always very friendly and helpful.  |
| The staff are very friendly and you don’t have to wait long.  |
| Appointment with Dr Sally Monk and Nurse. Both staff were brilliant. I felt welcome, safe, reassured. Trusting of their knowledge and experience. I wasn't rushed, was asked how I was feeling. Overall, a very positive experience. I always recommended this fantastic surgery. |
| Really friendly, speedy and efficient ECG - thanks! |
| Excellent response and follow up, by everyone.  |
| Very professional and efficient. |
| Very professional. |
| Nurse Munoz is efficient and friendly. Just a blood test but I did not notice the needle as she was chatting away. |
| Very good service.  |
| I have just had a truly excellent physio session with Kamila. Not sure I’ve ever had such a thorough examination. I was impressed by her depth of knowledge and her professionalism. She took notes on her laptop and left not a stone unturned! She tested my walking, my neurological symptoms and my balance. I was very reassured by her attentiveness and kindness. Kamila suggested I needed dry land exercises as well as aqua fitness to improve balance, giving me info on Better Bones sessions and what I needed to tell rheumatologist at Kingston hospital tomorrow. Thank You so very much. |
| Everything efficient. |
| Dr very helpful and polite.  |
| Blood test done very quickly and efficiently.  |
| Good service, as expected. |
| My appointment with Yvonne was as usual perfect! She is so professional as well as kind and empathetic.The two ladies in Reception Tracy and Amy are a great team! Always greeted with a smile and always extremely helpful…I feel so lucky to be part of St. Albans Surgery as all Doctors and Staff are so kind and caring. |
| Blood test taken - all very quick and efficient.  |
| Staff friendly helpful and understanding. |
| Efficient. |
| Really good practise with friendly and caring staff who listen to your needs. |
| I was promptly seen and received both a full examination of the problem and detailed instructions for a suitable exercise regime. |
| Noria was excellent. Competent and very professional. |
| I was seen punctually for my blood test. The staff were efficient, friendly and helpful. |
| I was seen on time and my questions were answered to my satisfaction. I was seen by Dr Monk.  |
| I saw an excellent nurse who did a blood test and checked my blood pressure and gave me advice. Many thanks. |
| Staff are always helpful, professional and friendly. |
| Had booked bloods at request of Dr but when I turned up for bloods, nurse said the Dr had not filled in bloods request. So have had to re-book and nurse said she wld request from Dr. **ACTION:** Apologies you had to book 2 appointments. Hopefully, this is sorted now. |
| The nurse Yvonne was very thorough and professional.  |
| I can’t answer the question as it’s not clear to which appointment you are referring. **ACTION:** This automatic question always relates to latest appt patient attended.  |
| When I call for an appointment, it’s usually that day or within a couple of days. Also, if I call with a problem that the reception staff can help with, they always do their best and nine times out of ten, they sort it for me. Overall, I’m very happy with the surgery. |
| Very friendly member of the nursing staff who took blood painlessly.  |
| Excellent service always provided.  |
| Excellent practice, efficient, courteous and on time.  |
| Helpful, constructive guidance on managing my health. |
| Excellent appt with diabetes nurse. Very friendly, positive and helpful. Blood tests showed new diabetes meds working well.  |
| I was very impressed by the way the nurse treated me and the staff on the desk very polite. |
| Very professional. |
| Excellent service always 👏  |
| Speedy referral when requested and helpful whenever I’ve needed something. St Albans is a fantastic surgery and better than so many others.  |
| The nurse - Martha - was very attentive, & very careful about removing the sterile strips (which I was nervous about) & she gave me helpful advice. |