**F&FT Feedback - August 2024**

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| **Total By Response Type** |
| **Response** | **Count** |
| Very good | 126 |
| Good | 19 |
| Neither good nor poor | 4 |
| Poor | 0 |
| Very poor | 0 |
| Don’t know | 1 |
| **Total Submissions** | 150 |

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| All the staff are friendly and most importantly are not difficult to get a face to face appointment. |
| Easy to make appointment, the staff is polite and helpful and the health practitioner I saw was very efficient and kind. |
| I was seen on time and the nurse was very friendly. |
| Alice the dietician was very helpful, excellent service. |
| Dr Parrish is an excellent GP. |
| It’s always easy to get an appointment whether it be by phone or face to face. Things never feel rushed and I can’t speak more highly of my experience of the surgery. |
| Amy on reception very helpful. |
| I saw Nurse Natalie because I was asked to discuss taking Statins. I told her my blood pressure was on the high side and she referred me for 24 hour monitoring and advised leaving the decision about Statins until later.  |
| I have nothing to add.  |
| Always very good service. |
| An excellent physiotherapy appointment. Thank you.  |
| Professional, pleasant, informative visit and seen immediately on arrival.  |
| Yvonne was welcoming, helpful as ever and reasoning. |
| I’m sorry I don’t know the receptionist name. She was there on the 22/8/04 at 11:20. Really pleasant and very helpful with a query I had and managed to sort out my query within minutes. I then proceeded with my appointment with Emma. Again very professional and helpful with my foot issue. In this time I also witnessed the receptionist juggle doctors room’s to accommodate an elderly lady who couldn’t get upstairs. Well done for great service!  |
| I found Emma Harrington very understanding and helpful. |
| I have always had a personal & professional experience when dealing with all staff at St Alban’s Medical Centre, Richmond Road, Kingston-upon-Thames for the past 4 years. It is an excellently run Medical Practice with a personal touch.  |
| Swift appointment given, appointment punctual and bloods taken.  |
| Bit difficult to understand the nurse. So kept it brief, even though I had one or two questions. **ACTION: We cannot comment without the verification of clinician’s name. Please contact us directly.** |
| Usual Rolls Royce treatment from St Albans team. |
| Appointment time kept.Reception staff helpful and courteous. |
| Professional & very quick no delays.  |
| All the staff continue to provide efficient, caring and excellent service. Your receptionists are always most helpful.  |
| The HCA was very good and did all the tests efficiently. We just had a communication issue which became clear in the end. |
| Efficient. Friendly, seen on time. |
| Always exceptional service staff very polite and helpful. |
| Prompt, friendly response from reception staff and good quick service from doctor. |
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| It’s a great surgery and such friendly and brilliant people. Dr Parekh is simply as good as it gets as a GP.  |
| I love St Albans and all the terrific staff and clinicians there. However, it's immensely frustrating that in 2024 we can't message or email you. It's also amazing that nowadays we sometimes have to wait many many days to even get a phone call from a doctor, let alone a face to face. Sorry to have to say this, because everyone is so kind and friendly.....but the comms are pretty poor. **ACTION:** **There is an easier way of sending a digital message via the NHS app or via our website (section “send us a message”). Many patients manage to get an appointment on the day if they call early in the morning. Often, you can always pre-book, at any time, for a GP appointment within a week.**  |
| Professional & very quick no delays.  |
| Quick and friendly service. |
| I had to see the nurse Yvonne for a blood test. As always she was on time quick, friendly & efficient. I was able to get an appointment within two days. |
| Swift response and action. |
| Dr Monk was thorough and friendly when reviewing my daughter who had complained of abdominal pain.  |
| Emma (the muscular and skeletal practitioner) was very friendly, reassuring and informative.She put me at ease and was extremely efficient and professional offering me advice . |
| I received a good service investigating my shoulder pain. |
| Dr Monk explained to me the reason for reducing apiqaban, I could understand this, he referred me to your Dietician Aliice as I have been losing weight.  |
| Friendly, caring and efficient staff who give the best possible care making you feel valued and never dismissing your fears and concerns. A perfect example of the NHS ethos. |
| BEYOND REPROACH.  |
| Prompt service and able to get a same day face to face appointment. |
| We have been with the practice for about 25 years and found it to be extremely efficient, with very pleasant staff. |
| We can usually access a GP phone consultation quickly. |
| I still haven't got my blood test results was done on the 5th of August. I am very upset. **ACTION: Hopefully by now you have contacted our Surgery for results. We only contact our patients with results if there’s any action/follow up indicated.** |
| I find the annual asthma check repetitious and not very useful to me. Same for the asthma action plan. I'd be happier completing an online questionnaire, knowing I am welcome to attend the surgery if I have concerns about my asthma. **ACTION: We will take this into consideration to offer alternative follow ups.**  |
| Emma the physio was excellent and listened emphatically to me and did various tests to ascertain a diagnosis and the sent me exercises . Very grateful to her for her advice and reassurance. Thank you.  |
| Went in promptly and the nurse was very conscientious and took care of what I needed and went beyond just accepting the usual and found I needed extra test. Absolutely brilliant I felt really looked after.  |
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| Dr Monk is always very attentive and proactive when diagnosing me and will go above and beyond to ensure I’m feeling happy with the plan. He is also one of the only doctors that also checks in on my overall health other than what I have made the appointment for, e.g. my contraceptive, which goes a long way and leaves me feeling reassured afterwards!  |
| It is always easy to contact and staff are very helpful.  |
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| I was very grateful that Dr Parekh was available yesterday to perform some minor surgery for me. It was done so calmly and expertly that it was over before I could start to feel apprehensive. As usual the surgery was a pleasure to have to ( ! ) visit. Everything immaculate, reassuring and welcoming Thank you Dr Parekh and nurse for my successful procedure! |
| Although every doctor at this practise is fantastic, for many years I have always tried to get an appointment with Dr Parekh, I value his comments and his experience and can honestly say always had a good experience! |
| Reception team always warm and polite and really helpful. The reception area is always clean as are the clinic rooms I have been in. I have seen a HCA and GP and physio face to face and felt listened to and looked after with each. Thank you.  |
| Nurse Noria was excellent when taking blood and very friendly. The asthma nurse then performed a comprehensive review and explained my asthma regime and plan well.  |
| Very pleased with the service I have received since changing to this practice. |
| Best practice! Caring, Reactive, Compassionate. |
| Very quick and professional.  |
| I was offered an appointment within a short time of my request. I was seen on time and treated professionally and with courtesy. |
| Again, Dr Parekh showed concern and professionalism in dealing with my situation. Amy on reception was so helpful and Yvonne the nurse was delightful, sociable and relaxed. |
| It was only a blood test for kidney failure? First blood test contaminated; very good another test was done within a week hopefully it is ok.   |
| Very quick and professional.  |
| Immediately helpful. We feel very lucky to be with this practice.  |
| Everyone was super helpful, professional but still kind and friendly. The small procedure they did for me was excellently carried out. Thank you to everyone! |
| Treated politely and with care.  |
| Fast, efficient and friendly service.  |
| I was seen promptly. The doctor listened to me and understood my concerns. She then actioned diagnostic tests.  |
| The nurse was very efficient and proactive.  |
| Just good service 👍  |
| Nurse was thorough. |
| All the reception staff are friendly and happy to help. Yvonne as always very calming, I have a great rapport with Yvonne, wonderful lady. All the Doctors are amazing, Dr Dormer and Dr Monk who are always helpful and give great advice.  |
| My GP practice has provided first class service over 29 years. Always prompt in providing face to face appointments and follow-up. Courteous staff ready with advice. |
| I find being able to call for an appointment twice a day is exceptional and very much appreciated. I think the service from all the receptionists is excellent and so helpful and the doctor’s availability and care very good. Many thanks for all everyone does at St Albans Medical. The answering machine repeats itself twice (I’m not sure why of if you’re aware of that) so you’re on hold for over a minute before the phone is answered? **ACTION: This has now been corrected. Thank you.** |
| Always polite, even if harassed, at reception. Appointment times usually very promptly kept.Medical staff appear very competent with only 1 major misdiagnosis. **ACTION: Sorry to hear that. Hopefully this has now been rectified.**  |
| Very nice nurse ! And it was on time. Very polite. |
| I feel very fortunate to be a member of this medical practice.  |
| Excellent service. Natalie is superb, very knowledgeably and has helped me tremendously with controlling my diabetes over the past few years.  |
| The staff were very friendly and helpful as always.  |
| I have always rated the doctors but am coming to realize that the specialists and nurses also do a great job - most recently Alice. I sometimes find the appointment system hard to fathom. **ACTION: we will try to provide with more explanation over the phone.**  |
| Very precise steps taken by Dr Parekh, feeling reassured for a positive outcome. |