

**Basildon Road Surgery  
FFT REPORT APRIL 2024**

**Responses received: 85**

**Very Good = 63**

**Good = 17**

**Fair/Neither Good or Poor = 3**

**Poor = 2**

**Very Poor = 0**

**Overall satisfaction = 94%**

**Overall dissatisfaction = 6%**

<b>Overall, how was your experience of our service?</b>	<b>Please can you tell us why you gave your answer?</b>	<b>Please tell us about anything we could have done better.</b>
Very good	Good service	No
Good	Very informative	Call on time!! Appointment was 10am called at 10.50!
Very good	I was satisfied with the responses from service providers to my satisfaction	Not really
Very good	Nurse Sharon was very helpful and explained everything we needed to know and vaccinations very gentle	Overall experience was excellent
Very good	Nurse Sharon was kind and gave me a sticker	Everything was good
Very good	Very nice and kind thank you Sharon	All was good
Good	Good service	Dr should have prescribed medication sooner
Good		
Very good	Dr listened to all my problems	Nothing

Very good	The ladies at reception are always very helpful, especially yesterday 3/4/24, helping me add my mum to my NHS app, I think her name is Sarah, very patient and caring. Dr Jo was very good and thorough	Nothing, excellent service
Very good	Jo Chand is the best doctor	
Very good	Jo best doctor	
Good	Dr Joy was really nice	Nothing
Very good	The chat with the GP put my mind at rest so couldn't be anything else really...	Phone consultation was provisionally booked for 11.10am but didn't actually get the call until 3.40pm. I don't have a problem with that as I know my GP was on her own but maybe an update from Reception?
Very good	Great service and politeness from receptionists which I never experienced with my previous practice in Dartford with whom I was with for nearly 29 years they queried every time I booked an appointment for my children whom I usually only attend max 2/3 times a year.	Wait time on phones
Very good	The Doctor was patient and discussed the issue with me and recommended medication to be collected at the Chemist.	None
Very good	Had an app with nurse, she listened, she answered my question's	Nothing

Very good	The Dr was very kind and helpful.	
Very good	The Doctor was very kind, helpful and very supportive regarding my worries.	
Very good	I find the Doctor and staff always polite and deal with your questions or concerns in considerate and professional manner.	
Very good	The receptionist was really helpful and the doctor was kind, she listened carefully to me. I appreciate it.	The appointment is quite long, 2 weeks, usually by the time of the appointment one would have got better. If the appointment could be within 7 days, it would be helpful.
Very good	Seen on time. All questions answered.	No everything perfect
Very good	Called when they said did not have to wait too long for a morning call. Discussed medication. All fine.	
Very good		
Good	Helpful receptionist	Generally wait time on telephone
Very good		
Very good	I always find the doctor and staff professional, and considerate.	

Neither good nor poor	It was not explained what a medication review was about. I thought it was about managing medication etc. My weight and blood pressure was taken and I was told both were "ok". I had to ask for more information than an "ok". I had concerns with certain medication and thought this was where I would get answers. Unfortunately a medication review is to record BMI and blood pressure.	An explanation of what the appointment entails. Actual results I.e. weight and blood pressure measurements.
Very good	Staff empathy and involvement	None
Very good	I was attended to promptly	
Very good	Very satisfying service	
Very good	The doctor didn't rush me and also request for blood test s	The waiting room really smelt bad probably from people with bad hygiene just make sure windows are open cause I was heaving up from smell
Fair		
Very good	Because the service of the Gp was good	Keep it up the good jobs
Very good	Seen on time by lovely doctor	
Very good	The doctor was very helpful	

Very good	The nurse examined me and took a swab. She also explained the symptoms of a possible infection. We also commiserated with regards to to recent loss of Dr Chand Snr - very sad news!	
Very good	Because the services was top notch	
Very good	This phone service is very quick and reliable.	.
Very good	kind, polite and good service	
Very good	Very professional	No
Fair	Got prescribed tablets Friday afternoon and this wasn't sent to pharmacy having to wait until Monday to get it sorted.	
Very good	Because the receptionist was very friendly and communicate well and the Nurse that attended to me was friendly, helpful and professional and communicated very well.	As at time of my appointment all is well, and the environment was clean and tidy.
Very good	My doctor listened, because I know my body.	Nothing comes to mind.
Poor	It was good to get nurse appt for same day however when promised a prescription for my disabled 15yr old on the Fri it wasn't done. It's now Monday and it's still not been done.	There seems to be an ongoing issue getting prescriptions. But I do appreciate the surgery is short staffed

Poor	The appointment was at 10:20pm but the doctor actually called me at 14:28pm and unfortunately I've missed the call and was not able to speak to the doctor. Really disappointing especially that it took two weeks to set up this appointment	Doctor should try to call back, especially that she was running late with the original appointment
Very good	Very friendly, clear communications and knowledgeable.	None
Very good	Everyone in the surgery was very nice and polite. Very helpful to explain everything I asked.	Perhaps not to let patient wait for too long as often running late but otherwise all good
Very good	Staff were kind and friendly	
Good	Answered all my questions	
Very good	Great staff, especially Nicky.	
Good	Time	Urgent patient quick appointment please
Very good	Very good doctor	
Good	Because i was attended to on time	
Very good		No
Very good		
Good	The service was good	Time management
Very good	Seen on time, asked me questions and listened to my answers	No
Very good	Great staff prompt service	

Very good	Concern and care	
Very good	Very prompt. Answered all my questions and explained everything.	No everything perfect
Very good	Responsive service	N/A
Very good	Because they were	At the moment, there's nothing you could have done better.
Very good	Good service friendly, informative	
Good	I got professional advice and help	Keep appointments on time, try not to overrun as clients have other appointments eg work arrangements
Good		Please move the blood pressure machine back to the corner. It's now placed in what I feel is an awkward area of the waiting room. Thank you
Very good		
Very good		
Good		
Very good	Very Impressed about the reception and their professionalism	
Very good	Very friendly and very quick service	Everything is fine
Very good	Dr Jo	She is always excellent

Good	Everything about the experience was efficient, except I could only see the temp physician rather than a doctor. The physician was fine. No complaints.	Nothing really
Good	To keep my health record	I was completely satisfied.
Good		Better appointments
Very good	Comfortable feeling, staff very polite and friendly.	Not really
Good	Everyone was friendly especially the nurse who attended to me	Everything went smooth for me
Very good	As soon as I called the receptionist was very polite and professional and I was able to get a appointment very quickly	
Good	Listened and advised	Nothing
Very good	I called in the afternoon and was given an appointment the next day. I have received a letter for hospital appointment within 2 days	
Very good		
Very good	Your punctuality, care and attention are key	Nil
Very good	Full Satisfaction	None
Very good	Would like say that my doctor gave me time to express my health conditions and was given the medication that would help me and the receptionist was very kind and polite on my visit	Everything think was absolutely fine for myself



Very good

Not kept waiting Dr was good at answering questions and resolving issue

Appointments are hard to get hold of am aware of this. Why not have an open surgery once a month either in the evening or early in the morning

Thank you to all the patients that took the time to reply to the survey.