

Basildon Road Surgery
 FFT Report May 2024

Timestamp	Overall, how was your experience of our service?	Please can you tell us why you gave your answer?
01/07/2024 16:17	Good	
02/07/2024 09:21	Good	My appointment was good. The nurse was friendly.
02/07/2024 11:25	Very good	
02/07/2024 11:26	Very good	because I love the GP
02/07/2024 11:50	Very good	Pharmacist answers all questions
02/07/2024 14:54	Very good	Was seen the same day as appointment made. Dr Jo was very kind and understanding. Prescribed me medication which is working already.
02/07/2024 22:56	Very good	
02/07/2024 23:13	Very good	Good customer service
03/07/2024 10:24	Very good	
03/07/2024 22:28	Good	I got what I asked for

04/07/2024 09:38	Good	The nurse was kind, but the shingles vaccination was painful, both at the time and afterwards.
04/07/2024 10:00	Don't know	I was told to call the optician to email the referral letter to have my eye checked at hospital for further eye examination because one of my eyes might be going blind, but was told they didn't receive any email from the optician in Nuneaton where I had my eyes tested. I am not sure why the optician forgot to email. I will try to find out from them why they've not done so. Thank you.
04/07/2024 10:04	Good	At least I was given the name of the medicine to buy
04/07/2024 10:59	Very good	I'm very happy with the service that is provided and everyone is very helpful
04/07/2024 15:32	Very good	Because I feel good with you
04/07/2024 16:20	Very good	
04/07/2024 16:20	Very good	
04/07/2024 16:21	Very good	
05/07/2024 12:45	Good	Good receptionist ,and good nurses
05/07/2024 12:50	Fair	Good receptionist and Good nurses but I recommend that the should be alist 3 receptionist or 2 which will make the work easier for patients and the receptionist themselves .
05/07/2024 14:17	Very good	Am well pleased with the way i was treated

05/07/2024 14:17	Very good	I have always received an excellent service from the late Dr. Chand's surgery. I was sorry to learn that he has passed away as he was a great doctor and a kind man.
06/07/2024 11:42	Good	
07/07/2024 17:28	Good	My medical query was resolved quickly over the phone.
07/07/2024 20:49	Very good	Appointment was easy to make. The staff were efficient and friendly and my new GP was professional and put me at ease
08/07/2024 15:02	Good	My appointment was with Nurse. She was very polite.
09/07/2024 14:54	Good	All went well
09/07/2024 16:32	Very good	Efficient reception. Helpful & informative
09/07/2024 16:38	Good	The nurse was good and nice. The doctor has to give more explanation and not dismissed quickly
09/07/2024 17:18	Good	She was polite and spoke in a respectful manner
09/07/2024 20:12	Very good	Everything went well.
10/07/2024 15:05	Very good	The doctor was very helpful and efficient
11/07/2024 10:56	Good	After a very wait on the telephone, I was dealt with quickly and given an acceptable appointment to see the nurse
11/07/2024 11:37	Poor	Appointment was not met
11/07/2024 15:04	Very good	
12/07/2024 10:21	Very good	The doctor gave me reassurance about the medication I have been taking for some time and good advice
12/07/2024 11:56	Good	

12/07/2024 13:36	Very good	This surgery really puts the needs of the people who use it at the core of the practice and they really try their best to accommodate people when they need help. Along with the GPs the receptionists are so kind and patient and will offer welcoming place regardless of how busy they are. Being a family surgery gives me the confidence that they are committed to seeing the people who use the service Thank You
12/07/2024 18:29	Very good	Members of staff were considerate. I was late for my appointment but still attended to me.
12/07/2024 18:35	Good	
12/07/2024 19:00	Good	I got a quick appointment and was seen before my appointment time as I was a little early.
13/07/2024 10:11	Very good	Gentle, professional, informative
13/07/2024 11:03	Very good	"I rated the service as 'Good' because the overall experience was satisfactory. The staff was helpful and courteous, and the services provided met my expectations. However, there is some room for improvement, such as [mention any specific areas where you think the service could be enhanced
13/07/2024 11:13	Very good	I didn't wait to long and the Dr gave me a diagnosis.
13/07/2024 15:15	Good	
13/07/2024 15:53	Very good	Consultation within time given. Efficient & Helpful
15/07/2024 00:55	Very good	The nurse was very good and went above and beyond to help and sort things out for.mw
16/07/2024 16:08	Very good	The service and treatment is great
16/07/2024 16:13	Good	
16/07/2024 20:17	Very good	Because the doctor was amazing

16/07/2024 22:48	Poor	The doctor who was there, who wasn't Dr Chand, did not give adequate time or care to go through my health issues. Instead he said I should book another appointment to discuss new symptoms, I was shocked by that suggestion given that has never happened before. I felt let down as most of the appointment was spent trying to pronounce medications I have taken rather than discussing the issues. Especially as I wanted to talk about these new symptoms. But these were not given any thought and instead ignored. He seemed impatient, and it made me feel as if I was on a conveyor belt of patients to be seen. Quantity had replaced quality care.
17/07/2024 10:28	Very good	Service with nurse was very much satisfactory but call with gp is worse .
17/07/2024 10:42	Very good	I believe the doctors and the other staff listen to us patients very well.
17/07/2024 10:54	Very good	Good service 100
17/07/2024 14:55	Very good	
17/07/2024 16:39	Very good	
17/07/2024 18:23	Very good	👍 Simply because it's good
18/07/2024 10:39	Very good	I was asked all relevant question with genuine care and concern. All questions I raised were answered. My appointment was not rushed.
18/07/2024 11:03	Very good	Reasonable wait to get an appointment. Efficient
18/07/2024 13:42	Very good	

19/07/2024 04:21	Neither good nor poor	It was just a phone call regarding my medication.A couple of quick questions and that was it!
19/07/2024 11:22	Good	Because the doctor I talk to yesterday was nice and help me so much thanks
19/07/2024 13:35	Very good	I was satisfied with the services provided
19/07/2024 15:02	Very good	The practice nurse was very patient listening to all my needs and concern
19/07/2024 16:00	Good	Locum Dr was knowledgeable and offered insight into my inquiries.Arvised on steps to take with positive recommendations and a further invite to action possible results from blood test.
19/07/2024 16:31	Good	It was easy to book the appointment. The nurse was amazing!
19/07/2024 17:12	Poor	I was asked to find out information from previous doctors surgery which I would think is supposed to be done by your surgery. When I tried to get the information they told me that the new surgery (Chand) needs to email for the information. I phoned back to Chand receptionist who was not helpful at all I would even say was rude. She told me to find out the surgery email address so that you could send information. I explained that I had 3 children to feed and I thought it should be your surgery sorting out the problem not me The only way I would know the other surgery's email was to look on google which what I told your receptionist!

20/07/2024 15:11	Very good	
22/07/2024 08:32	Very good	The staff are very helpfull and professional.
22/07/2024 21:44	Fair	Nu mi-a făcut nimic (cu toate că m-am dus cu 3 pre mai devreme crezind cai importsnt de mai chemat) doar am discutat că pe urmă să-mi trimită o scrisoare cu programare de raza la cap RNM
23/07/2024 11:06	Good	Dr Jo is always caring and listens
23/07/2024 11:10	Very good	I came in for one appointment and asked the receptionist about a couple of other things. She booked me in for my smear for that same morning and I got seen earlier than my appointment time. Super helpful and extremely pleasant. Both clinicians I saw were nice too and effcient
23/07/2024 14:54	Good	Good service polite
23/07/2024 15:05	Very good	The Lady who attended to me is very kind
23/07/2024 16:17	Very good	Both the nurse and the doctor couldn't have been more helpful
23/07/2024 17:07	Don't know	I miss the apartment had to take care of my daughter
23/07/2024 18:02	Good	
24/07/2024 09:42	Neither good nor poor	Good morning sir I'm going this month for time and never get any good feedback
24/07/2024 12:48	Poor	They don't care for you simple says you are all right and when we go to urgent care there we find what is wrong with us Feel like this surgery got uneducated doctors
24/07/2024 14:14	Very good	GP listened to concerns
24/07/2024 17:51	Good	
25/07/2024 10:04	Very good	Easy to use
25/07/2024 10:53	Good	People are friendly and polite

25/07/2024 10:54	Very good	Nice ladies (David is adult with learning difficulties) his comment is on relation to positive interaction with staff
25/07/2024 11:05	Very good	Nurse was efficient and kind
25/07/2024 11:45	Very good	Very friendly service
25/07/2024 12:19	Very good	I was able to secure a telephone call appointment same day i attended the surgery and my Doctor called me same day. I was really impress and very satisfied
25/07/2024 14:10	Very good	My problem was sorted out in the same day
25/07/2024 18:50	Very good	Was able to get all my concerns over to the doctor.
25/07/2024 21:54	Good	I stated I need a telephone call and doctor call me back with 2 hours, That's really good
26/07/2024 14:21	Good	
26/07/2024 15:35	Very good	Prompt caring effective treatment advice
27/07/2024 09:56	Good	Because I call to see the doctor and I was able to see her on time .
27/07/2024 11:04	Very good	Because I received a really good service
27/07/2024 11:29	Very good	You are friendly and polite
27/07/2024 13:22	Good	Satisfied with the good service provided
27/07/2024 15:39	Very good	
30/07/2024 12:46	Good	I was attended to quickly and the nurse is friendly
30/07/2024 15:24	Very good	As always a polite and efficient service
31/07/2024 10:10	Good	Helpful
31/07/2024 11:17	Poor	Nurse was not serious to vaccinate a 4 months baby. Baby got afraid looking at the way she was holding syringe in front of him for the second dose. Looking at her approach, I assumed she was in hurry. At the reception the staff agreed for weighing baby but the nurse straight forwardly asked us to go to children center if we want to weight the baby.

31/07/2024 12:17	Good	
31/07/2024 16:23	Very good	The Nurse is friendly and very polite
31/07/2024 17:46	Very good	Those at the reception were very good and the Doctor and the Nurse gave me the best treatment ever. Please I would love to be having both of them in the future. Please can I have the name of that very Doctor. Thank you. Ragards.
31/07/2024 17:51	Very good	The Nurse treated me very well. The receptionist was very good too.
31/07/2024 20:05	Neither good nor poor	Went to see the nurse who did an amazing job of listening to me with my issue and also keeping the atmosphere light and friendly. So with that I have no complaints. Bit my poor review was for the reception. My appointment was at 12:20, I arrived on time but there was no one at reception for over 15mins. I tried even calling to see if someone would come to the reception bit no, there was already 4 people waiting to just talk to the receptionist. There is usually 2 receptionists so where were they both? This made me have to knock on the nurses door to just inform her that I was here on time for my appointment. When the receptionist finally came she made this big deal of how I was late to my appointment and how I wouldn't be able to be seen because it was 12:40. I had to tell her I had been waiting ages for someone to book me in and how this wasn't my fault.
31/07/2024 21:21	Very good	

Please tell us about anything we could have done better.

My appointment could have been on time.						
exercise patience						
Nothing						
I don't think there's anything to change						

<p>The nurse suggested there would be no after-effects from the shingles vaccine. This was not the case because there was lasting pain at the vaccine site, and I also felt quite unwell for at least 24 hours thereafter. Not having been prepared for this, I carried on as normal with work commitments which left me feeling unusually exhausted. Perhaps this was atypical, but it's good to be aware that some people do have after-effects from the shingles vaccine so that they can be prepared for this.</p>						
<p>You could have at least called the optician to find out why the email wasn't sent to the practice.</p>						
<p>I should've been given a prescription instead of buying as I get my other medication free</p>						
<p>There's nothing I can think of at the moment</p>						
<p>Everything</p>						
<p>Bringing more male nurses and doctors</p>						
<p>Pls having more males doctors and nurses and also seeing the doctors face to face when having Appointments booked and not nurses directly .</p>						

N/A						
Please keep it up!						
Everything was fine						
I have been attending Kings College Hospital Cardiology General. They have written to the Surgery recommending that one of medicine I'm taking (DOXAZOSIN 2mg tablets) the strength should be increased to 5mg. Unfortunately I'm still on the 2mg. I will be grateful if this can be action.						
N/A						
All is good.						
Everything was fine						
More people answering the phone						

Nothing						
None, thank you.						
Nothing at the moment						
Give a narrower time slot for the appointment						
"I had a positive experience with your service, and I appreciate the effort put in by your team. To make it even better, it would be helpful to [mention a specific improvement, such as reducing wait times, offering more detailed information, or improving communication]. Overall, I'm satisfied, and I look forward to using your service again."						
N/A						
All good						

<p>I did not catch the older doctors name, but that individual needs either more training or to stop especially given the lack of attention being paid and evident frustration he showed in dealing with the situation. The care being offered should be made with the idea of dealing with all the health issues and symptoms of the patient otherwise things will be missed and others may go on suffering with problems unaddressed, especially given the wait some have to face to get appointments.</p>						
<p>Call service with gp is very worse , it takes more than 35 min to get in touch with gp</p>						
<p>Respond quick</p>						
<p>If possible, quicker appointments.</p>						

<p>You could just issue an online questionnaire asking for the same information that the person had asked over the phone. I'm in constant pain which aggravates my depression. On doing this my pain increases and thus the problem is what I've always referred to as holistic. My pain is always there and gets worse as my depression elevates .In turn , as my depression gets worse my pain increases also. Hence holistic! There are other triggers like short term memory loss and inability to focus on tasks ,no matter how trivial or complex the task is.</p>						
<p>The doctor</p>						
<p>So far so good</p>						
<p>For that particular visit ,all very 👍 good</p>						
<p>Not expect patients to try and find out from past doctors, what their immunisation history is. Of course no body is going to give that information over the phone.</p>						

Happy with all that was done.						
Great visit - nothing could have been improved						
N/A						
Can't ask for more, it's perfect for me, thank you very much.						
Nothing more than happy with the service I received						
I have problem with my head I going monthly for time I ask him to doctor please send me blood test she never sent me						
Get better doctors						
Nil						

N/a						
Keep returning to the patient needs						
No need aseffective diagnosis and delivery of script to chemist .excellant service .thank you						
To be able to book appointments online						
For is ok						
Everything was fine						
None						
Nothing at all						

Make sure there is a receptionist at the desk at all times. There is always 2 ladies there and should always be someone at the desk so issues like this doesn't happen again. What would happen if there was an actual emergency and someone came by themselves? Who would be there to help out?						