

**Basildon Road Surgery  
FFT REPORT AUGUST 2024**

**Responses received: 95**

**Very Good = 66**

**Good = 18**

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

**Poor = 7**

**Don't know = 1**

**Overall satisfaction = 90%**

**Overall dissatisfaction = 8%**

<b>Timestamp</b>	<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>
01/08/2024 09:13	Very good	As usual a very good service from everyone	As far as I'm concerned nothing
01/08/2024 12:41	Very good		
01/08/2024 16:54	Very good	I Called and get an appointment on the same day	
02/08/2024 00:17	Good	Problem resolved but I had to wait	
02/08/2024 11:31	Very good	Caring, friendly, polite and made me feel at ease	
02/08/2024 14:38	Very good	Because you deserve to get very good reviews	All good
03/08/2024 10:54	Good	I was attended to at the appointment time but I couldn't get short time for my blood test I was told I should come on the 13th Aug. 2024	To attend to our needs in time
03/08/2024 16:25	Very good		
05/08/2024 13:47	Very good	The engineer is helpful and professional	Nothing for now
06/08/2024 15:38	Don't know	I've been trying for 4 days to speak with a gp when they call I don't get to the phone fast enough - it takes another 20mins to get through - then I'm cut off	Take longer to let me answer the phone please call me back
07/08/2024 12:30	Very good	The pharmacist who attended to me was very kind, helpful and professional.	
07/08/2024 12:31	Very good		
07/08/2024 12:39	Very good	I always receive great service from Dr. Chand's surgery.	N/A
07/08/2024 15:15	Very good	Speedy efficient service	
07/08/2024 20:06	Good		

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08/08/2024 06:41	Good		
08/08/2024 08:05	Very good	I was satisfied with the Nurse	
08/08/2024 08:50	Very good		
08/08/2024 12:15	Very good	Leena has been very helpful. I am very happy with the service	None now because the service is flawless
08/08/2024 13:47	Very good	The nurse has a very good listening skills to my concerns and the outcome of my treatment	The phone calls take a long time to be answered and can be frustrating.
08/08/2024 15:56	Very good	GP listened to my concerns, took it seriously and immediately recommended alternative tablets which were prescribed.	Satisfied
08/08/2024 16:42	Very good	Lovely caring considerate nurse	N/a
08/08/2024 17:42	Good	not having to wait to long before seeing doctor	nothing always good friendly receptionist
08/08/2024 18:03	Good		
08/08/2024 19:44	Poor	No help - still got a cough after 7 weeks antibiotics didn't help sent for X-ray was told 7 days for results to then be told 3 weeks or longer nothing the dr could do with out seeing results of X-ray still left with a bad cough... it's an absolute joke!	Help me to get better living with a constant cough is draining
08/08/2024 20:15	Very good		
09/08/2024 09:40	Good	Appointment on time and pleasant approach by person I saw.	Nothing
09/08/2024 11:57	Poor	Did not detect urine infection that i clearly had	Further testing and more patient care

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09/08/2024 13:05	Good	Good experience, just wish someone at the surgery could accurately tell me if the results will be posted on the NHS app.	
10/08/2024 08:13	Very good		
10/08/2024 09:07	Good	Receptionist is amazing	Takes a long time to get through on phone
10/08/2024 19:44	Neither good nor poor	It took several days to get my request to the doctor	Not sure as I know the surgery is under pressure
13/08/2024 10:18	Very good	The receptionist was very helpful & I saw the Doctor in the same day thank you.	I don't think so.
13/08/2024 13:45	Good	There are times glitches in the system can cause the network to function inadequately thus affecting the reception of appointments and results. Staff seems very friendly and understand their responsibilities.	Was a bit too warm during hot weather. I also think Water dispenser is needed for patient.
13/08/2024 14:26	Very good	Nurse very good	Nothing
14/08/2024 10:39	Very good	On time good service	
14/08/2024 12:18	Very good	Nurse was very thorough and helpful	Nothing
14/08/2024 12:24	Good	The nurse was polite and friendly gave me positive feedback on my condition	The only thing would be to have a face to face consultation
14/08/2024 13:21	Very good	It all went smoothly and Sharon was excellent as usual	Can't think of anything
14/08/2024 15:03	Very good	Caring, calm, understanding, Doctor.	Long wait on hold on Monday morning to make appointment. But happy with out come & treatments.
14/08/2024 16:42	Very good		

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15/08/2024 13:04	Very good	The GP attended to me nicely.	Continue reminding your customers of there appointments, it always help thanks.
16/08/2024 13:07	Very good	Appt on time, doctor listened, cared and explained things	
16/08/2024 13:26	Very good	Everything was quick and efficient	
16/08/2024 19:11	Very good	Because they will attend to you nicely	To help us to have Diabetes test as we can see High blood pressure machine in front of the reception. Just to monitor ourselves.
17/08/2024 12:58	Very good	Professional communication just what you want thanks 🇬🇧 no	Nothing
17/08/2024 13:15	Very good		
17/08/2024 14:40	Very good	Good service	
18/08/2024 05:04	Poor	My appointment was cancelled and they knew how important how urgent I need to run the blood tests I was highly disappointed thanks my BP is not stable	To book me in immediately
18/08/2024 15:31	Very good	Everyone I saw there was totally helpful	I'll be nice to have an air conditioner at the surgery because its always was always hot
19/08/2024 11:14	Very good	Nurse Sharon Spencer was extremely engaging. She was also polite and did answer my questions to my satisfaction. I was called in at the appointed time which was pretty good.	On this occasion everything was completely great and congratulate the surgery
20/08/2024 12:22	Very good		
20/08/2024 14:56	Good		
20/08/2024 14:57	Good		

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20/08/2024 15:03	Good		
20/08/2024 15:03	Good		
20/08/2024 16:33	Very good		You could do nothing better
21/08/2024 08:43	Very good		
21/08/2024 09:51	Very good	Seen on time for my blood test	No
21/08/2024 13:42	Very good	Very good service	More doctors so I can get an appointment quickly due to my health issues
21/08/2024 15:55	Very good	Very happy with visit.no	Nothing
22/08/2024 10:13	Very good	Sharon my nurse was amazing	N/A
22/08/2024 11:41	Very good	Very helpful and take time out help you when you need it	
22/08/2024 13:10	Very good	Jo as usual was excellent	
22/08/2024 15:52	Very good	There was no problem, did have a long wait and all my checks were good	None
23/08/2024 08:02	Very good		
23/08/2024 08:12	Very good	Prompt service	Nothing
23/08/2024 13:33	Very good	I was attended to in a professional manner	
23/08/2024 13:33	Very good		
23/08/2024 14:56	Very good	Seen on time. Extremely nice nurse	Nothing
23/08/2024 16:31	Very good	Last minute appointment	15 minute wait past my appointment time but no problem
23/08/2024 16:58	Very good	Response for my appointment	Telephone 📞 booking problematic
24/08/2024 08:22	Very good	Any thing I need to do as regards booking appointment, ordering prescription and a lot things in the NHS app	I think for now you are doing good
24/08/2024 08:50	Good	Was seen on time and very efficiently	Everything was good

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24/08/2024 22:37	Very good	Reception was helpful and phiso what all help full	
27/08/2024 18:24	Very good	Both receptionist and doctor were very good and polite	Everything seems fine
27/08/2024 18:38	Fair	Need to improve more	Better the telephone service for appointments
28/08/2024 08:58	Very good	I was seen on time. Both the Receptionist and the Nurse. The Nurse was reassuring.	Not I can think of.
28/08/2024 10:20	Very good	I received an immediate response to my urgent care.	The receptionist are doing a great job, please keep up with the pace.
28/08/2024 11:01	Good		
28/08/2024 11:40	Poor	Lack of privacy with door being left often during consultation, biases assumption based on my weight entered on my notes, with no conversation around my diet, incorrect answer Inputted on alcohol intake. no questions asked around the medical issues I spoke about, including repeat perceptions which are no longer available for me to request online. Accommodations for contacting the surgery due to my disabilities did not feel heard or understood. I left the practice feeling very low, upset & anxious.	Also close the door to ensure the appointment is private, staff to not use biases on patients health, diet etc. To give patient chance to discuss any ongoing medical issues. Further support for disabled patients & training on neurodivergence.
28/08/2024 13:46	Very good	The Nurse was wonderful	Nothing
29/08/2024 11:24	Very good	Dr was very helpful	

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29/08/2024 11:34	Very good	Excellent Dr. Caring, understanding, compassionate. Honest & great listener.	Not this time.
29/08/2024 14:06	Very good	Helpful, caring staff and services delivered.	
29/08/2024 16:25	Very good	Not much waiting time and the check-up went well	Nothing on this occasion
29/08/2024 18:10	Very good		
30/08/2024 10:39	Poor	I'm 50yrs now and I've been asking for a prostate test since 2022 but the gp refused to do it for me now I've been wetting my self in public i can't control it anymore, even routine checks up has only done once.	Have enough time for your patients
31/08/2024 08:37	Very good	Sharon the Surgery Nurse is wonderful. Happy and cheerful and a pleasure to be around. On top of that, she took my blood and I genuinely didn't feel a thing.	Nothing....just hold on tight to Sharon
31/08/2024 09:04	Fair	Always in a rush to get you out	More humanistic
31/08/2024 10:25	Very good	Friendly and helpful staff	All good
31/08/2024 11:01	Poor	Don't have adequate training Don't know what they're doing	I don't know
31/08/2024 11:02	Poor	I don't know	I don't know
31/08/2024 16:03	Good	Staff were very helpful	
31/08/2024 18:51	Very good	The reception staff is very good. Dr. J.Chand is v good.All understanding and very helpful.Recomend to all new patients	The telephone calls are a bit long like being in a queue no 13 or 16. And call back I experienced an hour and a half later or was it longer. But else all good. 😊

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