

**Basildon Road Surgery
FFT REPORT SEPTEMBER 2024**

Responses received: 109

Very Good = 77

Good = 24

Fair/Neither Good or Poor = 3

Poor = 4

Don't know = 1

Overall satisfaction = 93%

Overall dissatisfaction = 6%

Timestamp	Overall, how was your experience of our service?	Please can you tell us why you gave your answer?	Please tell us about anything we could have done better.
02/09/2024 13:04	Very good	Informative and respectful	
03/09/2024 10:21	Very good	I was well looked after both at the reseption and by the nurse.	
03/09/2024 10:27	Fair	Nurse seems to be just robotic with no real concern of answers to questions asked just wants to fill the forms in You would expect when being called into a mental health review that a level of compassion understanding and feedback Which none was given I have had a couple of meetings with the nurses and even last time I noticed to the receptionist that I don't wish to see her again Also lack of knowledge in the field in which they work is a problem considering asking questions on something that requires some level of context but only able to give yes no answers	Listening 🗣️ to the "client "
03/09/2024 12:32	Very good	Efficient	Nothing at all
03/09/2024 15:48	Very good	The GP carefully listened to my concerns and suggested a general blood test which I wanted to do in a long time.	
04/09/2024 11:43	Very good	I was treated promptly and my issue was dealt with immediately	Nothing on this occasion

04/09/2024 13:12	Very good	Made a appointment without any problems was seen by the nurse earlier then my time very happy with the service thanks	Nothing
04/09/2024 14:04	Very good		
04/09/2024 14:05	Very good		
04/09/2024 14:18	Very good		
04/09/2024 14:30	Very good	I was not kept waiting very long. The doctor clearly explained her diagnosis and immediately sent a prescription to the chemist.	It is very difficult to get through by phone to book appointments. I was put into a long queue and then cut off at 1.00 pm after holding for 2 hours. This needs improving.
04/09/2024 16:54	Very good	Ws seen on time and Dr Jo was helpful as usual	
05/09/2024 04:27	Very good	Doctor phoned within time slot, listened very carefully to my concerns, gave advice and took action.	Nothing
05/09/2024 14:09	Very good		
05/09/2024 14:40	Very good	Because the practise listens and is a fine surgery	No. I am satisfied and couldn't be more so.
05/09/2024 15:32	Very good		
05/09/2024 18:03	Very good	Got appointment quickly. Appointment went well	
05/09/2024 18:53	Very good	I was offered an appointment on the same day as request, I arrived a little early as is my custom and the nurse saw me immediately. She gave me the requested vaccine and bid me farewell	I was very happy with appointment and the duty nurse
06/09/2024 10:23	Very good	The nurse was very good . Professional and friendly . Very happy with appointment .	
06/09/2024 14:26	Very good		
07/09/2024 09:50	Very good	It was regarding a telephone consultation from Dr Jo, she was very helpful and gave good advice	
07/09/2024 14:34	Very good		All service is good
07/09/2024 15:25	Very good	Brilliant staff	The waiting room is a little bit humid
07/09/2024 15:31	Very good		
07/09/2024 15:31	Very good		
07/09/2024 16:13	Very good	I got what I wanted to without any problems	None, things are normal at the moment
07/09/2024 17:54	Very good	In and out no waiting	

09/09/2024 13:34	Very good	The staff and nurse was friendly and helpful	Nothing
10/09/2024 09:58	Very good	Patiently listening and helping to solve my problem/ issue	Na
10/09/2024 12:20	Good	I was attended to within 15 minutes I came in.	No comment.
10/09/2024 14:24	Very good	I was seen on time. The Staff were very nice.	Nothing
10/09/2024 14:38	Good	Got the appointment in time and slove the issue concerning me	Not at the moment.
10/09/2024 14:44	Good	Didn't have to wait for the appointment long.	
10/09/2024 19:48	Good	Im still awaiting to have blood test	
11/09/2024 08:22	Very good	The staff were nice and I was seen on time	Nothing I can think of
11/09/2024 11:45	Very good	I received the right support	Nothing for now
11/09/2024 12:29	Good	On time, didn't take too long.	N/a
11/09/2024 13:35	Very good	Swift service	N/a
11/09/2024 15:14	Very good	Very good	Nothing
12/09/2024 07:42	Good	Very supportive staff	Maybe blood test collection at the site
12/09/2024 10:24	Very good	The staff are very nice, polite and friendly	Calling to book appointment takes forever, will be nice if we have self service to book for appointment
12/09/2024 11:17	Very good	I was met with a pleasant smile and respect	I have no problem
12/09/2024 11:59	Good	The receptionist was very friendly and helpful with my enquiry. The nurse I saw was very nice and professional.	The doctors were busy and the poor receptionist was rushed off her feet but she kept smiling
12/09/2024 13:31	Very good	I felt heard and I like the treatment given by the GP Jhody. Thank you so much	
13/09/2024 13:23	Very good		
13/09/2024 20:18	Good		
14/09/2024 08:44	Good	Pleasant enough experience	Sound proof reception window area nothing confidential from others listening in waiting room
14/09/2024 11:06	Good	Doctor is good service talk about diabetes healthy	Help anwears
14/09/2024 18:23	Fair	Long call waiting times, short answered staff, 2 hour late for doctors call	Call around apt time given, more staff answering phones
15/09/2024 11:21	Very good	I was able to have blood test at surgery	
15/09/2024 12:31	Very good	Seen quickly	If we can have early face to face appointment

17/09/2024 10:27	Good		
17/09/2024 11:57	Very good	Friendly environment.	
17/09/2024 14:49	Poor		
17/09/2024 16:33	Very good	The receptionist was kind and acted quite professionally. Also, it has always been a pleasurable experience whenever Dr Mrs Chand attended to me. Her listening ears and her genuine concern is all I need from a good doctor.	It would be nicer if the nurses have everything they need. For example, I would have loved for my blood sugar to be checked, but the nurse didn't have the machine.
17/09/2024 20:21	Very good	I was satisfied	Difficult to get through to the staff
18/09/2024 09:46	Very good	Seen on time . Friendly and helpful, able to see my problem from the moment i entered the room, sorted with no distractions. Great advice as to what to do next .	
18/09/2024 09:57	Very good	Nurse was very professional and explained things clearly.	
18/09/2024 10:06	Good	The doctor listened and then gave me advice	
18/09/2024 10:50	Very good	Good service	Waiting Time for appointment
18/09/2024 12:59	Very good	Service was prompt and timely nothing	
18/09/2024 17:47	Very good	Friendly staff ,	N/a
19/09/2024 12:28	Very good	All the concerns and updates around the consultation were covered with positive outcomes	Nothing comes to mind at the moment
19/09/2024 13:50	Very good	Best doctor i ever had thank you so professional	I prefer a face to face appointment because I'm not good on phone
19/09/2024 16:10	Very good	Dr Chand was able to deal with my issue to my satisfaction	You guys are just brilliant
19/09/2024 16:28	Very good		
19/09/2024 18:37	Very good	Quick appointment	Need more face to face appointment
20/09/2024 12:11	Very good	Dealt with promptly	
20/09/2024 14:19	Very good	The nurse was good and knowledgeable	When phoning the surgery it does take up to 4 hours to answer the calls and can be very frustrating
20/09/2024 15:20	Good	I was attended to under 30 minutes of waiting.	None.
20/09/2024 15:52	Good	Pleasant staff and no delay for appointment	Nothing
20/09/2024 15:59	Neither good nor poor	Waited and could be properly seen because records hasn't been sent so my daughter still don't have her pumps	

20/09/2024 17:28	Very good	My concerns were dealt with	
21/09/2024 08:52	Very good	Appointment time met within 10 minutes or so.	Maybe easier to make contact instead of machine advising long queue and several choices not always relevant to me. More telephone lines with staff would be fantastic!
21/09/2024 11:24	Very good		
21/09/2024 12:12	Very good	Nurse is so kind and pleasant.	
21/09/2024 15:23	Good	The nurse that I saw was very good no faults	The phone system needs major improvements you can't get through, it takes ages and when you get through, you are hurried along, it's just not great in the reception department.
21/09/2024 15:40	Very good	Thank you Sharon was very thorough wonderful nurse	10 out of 10.
21/09/2024 15:42	Very good	Timing for phone call as expected on time	Everything was excellent
21/09/2024 17:46	Good	Book appointment to speak with the doctor, and doctor call within the the time promised	Managed telephone better
21/09/2024 17:59	Good	Professional receptionist	The time frame on the phone is ridiculous
22/09/2024 08:28	Very good	The doctor listened, seemed genuinely concerned and with the right combination of wit and authority gave me a pill to relieve the immediate pain and a pathway to getting to the reason for the pain starting with an x-ray.	Been on time.....The call was scheduled 11:10 to 13:10 no call by 13:10. I was about to go out when at 13:22 the call came. I know it's hard but if you are to give such precise times i suggest you build in more slack. Make it 2.5 hours maybe.....
22/09/2024 14:24	Poor	I waited 2 months for this appointment. When I met Dele. I just knew straight away their was no due diligence. I was told it was not serious enough to be reffered to the physician. Yet I waited all that time thinking he was the physician. ??? It just felt like he wasn't intrested, did a quick test and said. Its down to your job i wont heal becasue im always moving it?? . Tried to prescribe me Naproxin and that was the end. It was better seeing the GP !!!	Have someone there that understands the needs of the patients better.
24/09/2024 08:49	Very good	Amazing Doctor & wonderful team. Always helpful.	

24/09/2024 11:10	Very good		
24/09/2024 11:49	Very good	Just very good	Nothing
24/09/2024 12:50	Good		
24/09/2024 15:40	Very good	The receptionist is very helpful, the doctor and nurse provide the medical care and information that I need.	Thank you so much for your kind services
24/09/2024 18:06	Poor	When you speak to a doctor you expect to know more about the problem that you are having. But when I was talking to her, she did not ask me any follow up questions all she said 'you have a blood test in January and everything is fine'.	Get more experience doctors please.
25/09/2024 14:05	Neither good nor poor	I'm trying nearly 1 week for the medication but still not answer or reply	
25/09/2024 14:34	Very good		
25/09/2024 14:35	Very good		
25/09/2024 15:53	Good	My appointment was on time and the doctor was very knowledgeable	Everything was fine
26/09/2024 08:43	Very good	Always willing to help	Nothing
26/09/2024 08:46	Don't know	Not sure if family attend this surgery	Nothing pleased with service
26/09/2024 09:53	Very good	I was well attended to	The service received was great
27/09/2024 09:09	Very good	Excellent nursing staff and reception staff	Absolutely nothing better. The service received was first class
27/09/2024 10:32	Good	It met my expectations	For now, nothing
27/09/2024 15:03	Very good	Just very very good	No not at all
27/09/2024 17:20	Good	It was good I got answer to my questions	I can't think of any
27/09/2024 18:53	Good	Prompt in nature	Nothing
28/09/2024 09:29	Good	Clinician was informative and efficient	Everything was ok
28/09/2024 11:42	Good	Everything about my appointment went very well	Nothing at all.
28/09/2024 14:20	Very good		
28/09/2024 20:17	Very good	The Dr that attended to me was exceptional prompt	Prompt attendance is required. Time matters

28/09/2024 21:13	Poor	<p>I paid £30 to have a form signed which I had to wait three days for and then they mislaid it . Miss information by reception that was corrected by the doctor. To clarify the reception staff are there to attend to certain jobs not speak for the doctor or give medical advice My mother was denied medical attention because I was told that the doctor didn't do house calls something the doctor later said was untrue</p>	Do the job you are paid for
30/09/2024 07:24	Very good	<p>From the Receptionists who are always incredibly busy to the Doctor, the support and service at Basildon Road is exceptional!</p>	<p>I can honestly where I used to struggle to even get hold of my last Doctor, Basildon Road surgery is excellent. The team on reception go out of their way to ensure everything is booked in for you correctly, handle queries professionally and when you see the Doctor, she is kind and patient. Really appreciated.</p>
30/09/2024 11:46	Very good	<p>I was able to use the online services and received an efficient response</p>	Ongoing online services
30/09/2024 22:29	Very good	<p>Dr chand was very welcoming, compassionate and understanding. She took the time to listen to my concerns and advised accordingly. Nurse Sharon was just amazing, she is very patient, gentle and kind. The service of the team was really warm.</p>	Nothing