

**Basildon Road Surgery  
FFT REPORT OCTOBER 2024**

**Responses received: 161**

**Very Good = 113**

**Good = 32**

**Fair/Neither Good or Poor = 8**

**Poor = 8**

**Don't know = 0**

**Overall satisfaction = 90%**

**Overall dissatisfaction = 10%**

<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>
01/10/2024 06:59	Good	Staff are professional
01/10/2024 09:47	Poor	Had a call and no one spoke when I answered
01/10/2024 11:53	Very good	Dr Chand... is always so helpful
01/10/2024 13:37	Very good	Защото беше добре
02/10/2024 08:57	Fair	Because my attendant was nice
02/10/2024 12:28	Very good	professional, kind, carefully listening and made me feel welcome
02/10/2024 22:30	Very good	I am satisfied with they way I was treated

03/10/2024 15:05	Good	Was treated very good
03/10/2024 15:23	Very good	
03/10/2024 16:41	Very good	got a good service I wanted.
03/10/2024 16:48	Very good	I received a good attention
03/10/2024 17:24	Very good	Mrs Chand was very kind and listened all questions carefully
04/10/2024 05:50	Very good	
04/10/2024 08:11	Very good	Call came on time. Doctor was helpful and answered all my questions
04/10/2024 10:04	Very good	It's always been a very good service. I have been with them for over 30 years.
04/10/2024 12:52	Good	Fast service
04/10/2024 13:45	Very good	As usual a prompt and efficient service
04/10/2024 13:56	Very good	Very polite and on time.
04/10/2024 14:22	Very good	Efficient service delivery
04/10/2024 14:35	Good	Got seen to almost immediately
04/10/2024 14:57	Very good	Because you reminded me of the service and easier to access the service
04/10/2024 15:21	Very good	Everybody was pleasant.I had the injection and left to about five minutes
05/10/2024 08:39	Very good	Good service on time call excellent doctor

05/10/2024 08:59	Good	
05/10/2024 09:14	Fair	Appts running late
05/10/2024 09:38	Very good	Seen by Sharon who is always very friendly and professional, will always take time to explain and offer advice.
05/10/2024 09:47	Poor	Even no emergent appointment for the children.
05/10/2024 09:49	Very good	I was attended on time and vaccine was quick
05/10/2024 11:41	Poor	Had to wait 2 days to make an appointment with the doctor and then that was the following week. Very poor.
06/10/2024 20:39	Good	It was all fine except the receptionist had to answer loads of phone calls as well as patients coming in for appointments.
07/10/2024 13:26	Good	The service from the staff is good prompt, ontime and courteous
07/10/2024 14:45	Good	I visited the surgery for the flu vaccination. I was seen at appointed time. Again Nurse Sharon was very polite and helpful.
07/10/2024 15:41	Good	
08/10/2024 09:01	Very good	As always an excellent service at Dr. Chand's surgery.
08/10/2024 09:27	Very good	Staff were very professional and appointment was on time.

08/10/2024 09:28	Very good	Didn't wait long.Good advise by the nurse concerning my health.
08/10/2024 10:35	Very good	They are very efficient
08/10/2024 10:51	Very good	The receptionist was polite and I was called in untime.
08/10/2024 10:53	Very good	Seen very quickly. Put at ease everything explained
08/10/2024 13:23	Neither good nor poor	No
08/10/2024 16:53	Very good	Doctor was polite and friendly
08/10/2024 17:08	Good	They talk good
08/10/2024 17:12	Poor	
08/10/2024 18:09	Good	
09/10/2024 07:25	Good	
09/10/2024 08:58	Very good	Prompt service and consideration of my care
09/10/2024 09:02	Very good	Prompt service and informative
09/10/2024 10:44	Good	Never had a problem
09/10/2024 12:47	Good	
09/10/2024 12:48	Good	Yes
09/10/2024 13:15	Very good	I was well supported
09/10/2024 13:55	Very good	I was seen as soon as i arrived with no waiting

09/10/2024 14:42	Very good	Short notice appointment and was seen early with no fuss
09/10/2024 14:50	Very good	Sharron was very friendly and caring. My appointment was on time.
09/10/2024 15:31	Very good	
09/10/2024 17:39	Very good	
10/10/2024 09:33	Very good	Very welcoming and attended to just on time
10/10/2024 09:36	Very good	I was seen immediately didn't wait longer
10/10/2024 09:38	Very good	Was seen very quickly
10/10/2024 09:55	Very good	Because I was well attended to and the receptionist and nurse were nice
10/10/2024 10:43	Very good	I was attended to immediately
10/10/2024 14:41	Very good	Most importantly, received appointment with a doctor on day I rang for one. Was given antibiotics for chest infection.
10/10/2024 15:01	Very good	No hassle, dealt with me on time and to my satisfaction
10/10/2024 16:55	Very good	The pharmacist was very informative and helpful
10/10/2024 17:47	Good	I always get seen to on time,sometimes I have to wait abit but you cannot walk in and walk out same time.
10/10/2024 18:07	Good	Slove my issue
11/10/2024 09:45	Very good	Good receptionist and good nurse

11/10/2024 11:53	Very good	Got appointment at the time I needed
11/10/2024 12:25	Very good	Very efficient
11/10/2024 12:57	Very good	Everyone very helpful and the doctor was amazing, helpful and kind couldn't have asked for more
11/10/2024 13:33	Very good	
11/10/2024 13:50	Very good	
11/10/2024 15:36	Good	They attended to me in a good manner.
11/10/2024 16:34	Good	I was seen promptly and was able to book my appointment online.
11/10/2024 17:26	Good	Satisfied with the service provided
12/10/2024 12:02	Very good	On time, caring, good premises
12/10/2024 15:22	Poor	A dD
12/10/2024 16:17	Very good	The service was really good and better.
12/10/2024 17:18	Very good	Reception was perfect
12/10/2024 17:38	Very good	Sharon is excellent 🙌
13/10/2024 08:18	Very good	Staff were helpful
13/10/2024 14:15	Very good	

13/10/2024 14:50	Very good	I have always been met with friendly and caring staff who make time for me when I attend the surgery and feel confident I will receive the appropriate care.
13/10/2024 22:24	Very good	I got there at a time given and I was attended to immediately I got there I'm impressed and the nurses performed well
14/10/2024 10:29	Very good	
15/10/2024 09:53	Very good	Short waiting time so perfectly timed for inoculation appointment
15/10/2024 10:40	Very good	
15/10/2024 10:48	Good	Sorted out my issue.
15/10/2024 12:28	Very good	Lovely receptionist and pharmacist.
15/10/2024 14:06	Very good	Appointment on time
15/10/2024 15:18	Very good	No waiting. Straight in, and everything explained to me.
15/10/2024 17:24	Very good	Because I felt I was valued to be given another appointment quickly after I missed the one on 14th due to the time I misunderstood
15/10/2024 17:28	Very good	That's how I personally felt valued and taken care of the nurses and everyone concerned
15/10/2024 17:30	Very good	Everything was taken good care
15/10/2024 17:30	Very good	

15/10/2024 21:26	Very good	I was happy with my consultation with the doctor
16/10/2024 14:02	Fair	So disappointed could not get to see my GP in person.
16/10/2024 16:44	Good	Doctors wanted to cancel app that I had to wait ages for but agreed to keep app in the end when I stressed the importance of app. Doctor was very helpful and friendly on arrival though
16/10/2024 17:18	Good	I was seen promptly and efficiently
16/10/2024 21:24	Very good	I was please with how she dealt with my concern. Totally pleased
16/10/2024 21:26	Very good	I was totally pleased with the way she dealt with my concern.
17/10/2024 12:41	Very good	The receptionist was extremely helpful
17/10/2024 13:39	Good	Good and taking your time to explain how to stay healthy and good healthy living when we take our medication regularly
17/10/2024 16:36	Very good	Because I was given another appointment after I missed the 14th
17/10/2024 17:53	Very good	Doctor had time to understand my concerns
17/10/2024 19:11	Very good	Their service to all patients are ok
18/10/2024 10:19	Good	
18/10/2024 14:02	Good	On time
18/10/2024 16:33	Very good	Because their service was better



18/10/2024 17:58	Very good	I got an appointment for my daughter. The GP attended to her on time. She gave her advice and prescribed medication for her eczema . My daughter and I were happy about the service.
19/10/2024 10:44	Good	Because the Doctor called me and didn't get me later they called me back.
19/10/2024 14:07	Very good	The receptionist was very welcoming and Dr Irene was very attentive. I left feeling like I was heard
19/10/2024 15:53	Very good	I didn't have to wait too long
21/10/2024 07:02	Very good	Dr was one time and very accommodating
21/10/2024 07:04	Very good	Happy with service so far
21/10/2024 07:05	Very good	Dr and staff very accommodating
22/10/2024 15:35	Very good	Very informative
22/10/2024 17:24	Very good	I was more than happy with my consultation
22/10/2024 20:36	Very good	Because your service to the family was prompt and a feeling of empathy.
23/10/2024 09:26	Very good	
23/10/2024 10:44	Very good	I got a appt for the following day after I called
23/10/2024 15:53	Very good	
23/10/2024 16:16	Very good	

23/10/2024 16:17	Very good	
23/10/2024 16:17	Very good	
24/10/2024 11:33	Very good	It was friendly quick and the fishing Save this
24/10/2024 13:13	Fair	Receptionist didn't know who I was seeing. I saw Samuel and had to press him to make a referral for an issue I've had over 10 years whereas he was only concerned with my self-care. This is important but not a long-term solution.
24/10/2024 14:41	Very good	Well attended to
24/10/2024 15:43	Good	No problems
24/10/2024 17:03	Neither good nor poor	
24/10/2024 18:28	Very good	
24/10/2024 19:16	Good	I was able to have the relevant information given to me
24/10/2024 19:28	Very good	1st class service, compassionate & understanding
25/10/2024 12:11	Poor	I' m still waiting a message for my new cream and prescription After my telephone call appointment
25/10/2024 15:08	Very good	The staff were very helpful and very warm and understanding.
25/10/2024 18:31	Poor	Receptionist helpful Doctor not so good at all not used to that sort of treatment at Dr Chands surgery

25/10/2024 19:56	Very good	The doctor took her time to explain in details all I need to know about my condition and steps to take to improve it.
26/10/2024 06:44	Good	I was seen on time... and the staff were lovely.
26/10/2024 10:43	Good	Locom was fine
26/10/2024 12:18	Very good	Very friendly doctor
26/10/2024 14:28	Very good	The staffs are just too good. Friendly and politr.
27/10/2024 03:10	Very good	
27/10/2024 11:33	Very good	Polite and friendly staff. Clean surgery.
27/10/2024 11:34	Very good	Excellent service from everyone
29/10/2024 08:59	Very good	I received my phone call, was meant to be morning but was a little after midday but that's fine as I appreciate how busy doctors are and really appreciate the medication review phone call
29/10/2024 10:48	Very good	Because you send send information as soon as possible
29/10/2024 16:21	Poor	I was told to buy medicine online or from Amazon
29/10/2024 17:30	Very good	Very quick service
29/10/2024 17:50	Very good	Prompt time for the appointment
29/10/2024 17:53	Very good	Friendly service

30/10/2024 08:45	Good	Sharonnurse was brilliant so kind and caring
30/10/2024 11:38	Very good	The way I was attended to by the doctor the last time I visited was very nice
30/10/2024 11:41	Very good	Very quick appointment with nurse Sharon Thank you
30/10/2024 17:42	Very good	Was very good explanation
30/10/2024 17:51	Very good	
30/10/2024 20:25	Neither good nor poor	The session with doctor was overall good, but the appointment was 40 min late - and this wasn't communicated in advance my arrival nor on my arrival.
31/10/2024 11:19	Very good	
31/10/2024 11:39	Very good	The people that works there are fast and friendly
31/10/2024 15:53	Very good	Dr listened to me and was pleasant
31/10/2024 18:05	Very good	The receptionist is so helpful, not sure of her name but she's the main receptionist
31/10/2024 19:56	Neither good nor poor	I never received the call- nobody called me