

**Basildon Road Surgery
FFT REPORT NOVEMBER 2024**

Responses received: 113

Very Good = 84

Good = 17

Fair/Neither Good or Poor = 6

Poor = 5

Don't know = 1

Overall satisfaction = 89%

Overall dissatisfaction = 11%

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.
01/11/2024 10:18	Very good	Polite,friendly, didn't have to wait.	
01/11/2024 17:07	Very good	Very friendly & professional!	Don't know yet
01/11/2024 17:51	Very good	Feel welcome	Able to get appointment quick
02/11/2024 09:32	Very good	Because every step is cared for by the nurses and professionals	Nothing else you could have done you done your best
02/11/2024 09:37	Very good	Because I feel am being well looked after by the professional and doctor the whole team y	You are doing well well for getting concerned with every patient
02/11/2024 10:12	Good	Need help my healthy better future	Sort of out my healthy get medical
02/11/2024 10:33	Very good		
02/11/2024 15:23	Very good	Because I am happy with everything	
02/11/2024 15:40	Very good	Sharon you are very good to me and so very kind.	
02/11/2024 15:41	Good		

04/11/2024 15:03	Good	The service was good	Nothing
05/11/2024 11:17	Good	Okay arrive early perfect time	Yes should early not late wait
05/11/2024 11:21	Very good		
05/11/2024 11:21	Very good		
05/11/2024 12:01	Very good		
05/11/2024 12:16	Very good	The Doctor who attended to me was very kind, a true professional and listened attentively to my concerns.	None really.
05/11/2024 13:08	Good	The phone rang once and was answered within 2 seconds of me calling. No waiting which was a pleasant surprise. Also, the receptionist who I spoke to on the phone was extremely happy and friendly!	I waited 2 weeks for an appointment which lasted no longer than 5 mins. I was essentially advised to book myself in for a blood test and handed the paperwork (with my details and the link) to schedule this in, which is fine but, I do think this could have been handled over the phone? And the paperwork could have been sent to me by email. That would have been more efficient and saved me and the GP more time and also freed up a slot for something/ someone more urgent.
05/11/2024 15:43	Very good	Doctor was very helpful and I was contacted on time. I didn't feel like I was wasting time.	There were no problems all was well .
05/11/2024 15:47	Very good	Dr chand is generally a good dr... very caring and supportive	Faster referrals
06/11/2024 05:55	Very good	Took time to listen, good advice and called me on time	
06/11/2024 12:09	Very good		
06/11/2024 12:13	Very good		
06/11/2024 12:34	Very good	They are really helpful and caring...	None at the moment
06/11/2024 14:27	Very good	Excellent services all through. The pharmacist was superb	Nothing for now
06/11/2024 18:18	Very good	Service is very good	
06/11/2024 18:21	Very good	All the staffs were warm and welcoming and nice.	None at all. I look forward to my appointments.

06/11/2024 18:48	Very good	The overall service is really good and all the people working there realise the need to be kind and patient which they do well	Nothing
07/11/2024 06:27	Very good	Members of staff were very helpful. Good explanations and advice given during the surgery visit.	Can't think of one at present.
07/11/2024 12:57	Good	To improve your service	Nothing
07/11/2024 14:11	Very good	Very good doctor	
07/11/2024 18:51	Very good		
07/11/2024 19:21	Very good	Appointment was on time and I was very happy with the service I received	Nothing
07/11/2024 19:49	Very good		
07/11/2024 19:51	Very good		
07/11/2024 22:37	Very good	I was well attended to	None
08/11/2024 18:55	Very good	Receptionist was friendly, efficient, and professional Doctor was also	Nothing was very happy with how I was treated
08/11/2024 20:42	Very good	Attended promptly	Quick appointment
09/11/2024 00:08	Very good	The Dr I spoke to was really very helpful and seemed a very caring person	
09/11/2024 12:09	Poor	I couldn't get the same day appointment. I was waiting for 4 days and ended up in the hospital with sepsis. I could have died.	The list of reasons for an urgent appointment should be reviewed. Receptionists should ask relevant questions to help identify the condition of the patient. When I was asking for an appointment, my reason was only the high temperature over 38. I had no other symptoms to say. So, the receptionist made a low-risk, not urgent, appointment. I don't think it's correct. A high temperature without other symptoms is the most dangerous as you don't know the reason for it. You need to investigate it and start treatment. In 4 days high temperature turned into a disaster for me.
09/11/2024 20:02	Very good		

09/11/2024 20:37	Very good	Because the appointment happened as scheduled	N/a
10/11/2024 10:19	Very good	Doctor call me on my mobile phone to know my problem. Once I explained to her she arranged me to do blood test and feces test quickly.	It's fine.
12/11/2024 00:24	Poor	I wasn't happy with being told to go online and order my prescriptions off Amazon.	Give me a prescription for the drug I have been using for 40 years
12/11/2024 14:43	Very good	Nurse answered my questions fully explaining what I needed to know	Nothing
12/11/2024 20:36	Very good	I was given the service I wanted.	For me I have nothing more to add.
13/11/2024 16:45	Very good	Everyone in the GP where friendly	
13/11/2024 17:35	Very good	Turned up early for appointment and was seen within 5 mins ,nurse was brilliant. Thank you	
13/11/2024 17:44	Poor	I don't even know if they have a receptionist to take the phone call or not cause I literally called and was on the line for almost an hour without no one picking the call. Wasted my Goddamn time.	Answer the call!!!!
13/11/2024 19:56	Good	I understood and was given a good explanation of my diagnosis	
14/11/2024 10:53	Very good		
14/11/2024 14:22	Good	Staff were friendly.	
14/11/2024 14:53	Very good	I was seen on time and the GP was thorough with me, explaining things to me . I	I can't think of anything else
14/11/2024 15:02	Good		
14/11/2024 19:31	Very good	This GP has been always amazing with me! So no complaints from my side at all! I do believe they should have more staff as it's difficult do deal with call and patients in the reception. I have seen and it's too much for the amount of staff.	Get 1 more staff for the reception please
14/11/2024 21:18	Very good	Good service, kind caring doctor	
15/11/2024 09:04	Very good	Nurse was very friendly	N/A
15/11/2024 09:06	Very good	Prompt attendance	Not know
15/11/2024 10:08	Very good	Because it was very good.	All is okay.

15/11/2024 10:09	Very good		
15/11/2024 11:34	Very good	Lovely doctor. Doctor answered all my questions and was very helpful.	
15/11/2024 13:10	Very good	Quick to be seen for my appointment.	A quicker appointment.
15/11/2024 14:55	Very good	I was seen at my appointment time and Dr Chand was charming and helpful.	
15/11/2024 17:05	Good	Apart from telephone call being early on both occasions the Nurse was courteous and patient.	If a telephone time is agreed it should not be made before the time agreed as a two hour window is given.
16/11/2024 09:41	Very good	STAFF WERE EXCELLENT FROM THE RECEPTIONISTS TO THE NURSE, SHARON	Everything and everyone was professional
16/11/2024 12:36	Very good		
16/11/2024 12:37	Very good	No waiting	None
16/11/2024 12:46	Very good		
16/11/2024 15:52	Very good	Cause the service was good	Nothing
16/11/2024 16:16	Very good	Very caring .Doctor, polite staff	
17/11/2024 10:51	Very good	Time taken to listen to my concerns & put My mind at rest.	Only waiting time at reception that's all.
17/11/2024 13:34	Very good		
17/11/2024 17:40	Fair	Had to wait 2 weeks for appointment and when seen firgot to send prescription to chemist no tabs for weekend	Fine job bettet
18/11/2024 23:47	Very good	I was due a shingles jab. I was in and out of the surgery in a couple of minutes.	I couldn't have been seen any quicker and was on my way in no time at all.
19/11/2024 08:10	Good	Receptionist was pleasant and informative and so was the nurse	
19/11/2024 09:21	Very good	Very quick and supportive	For now nothing.
19/11/2024 10:06	Very good	The nurse was really kind and understanding. She gave good advice that has already helped me. And took the time to listen to me. I also got a quick morning appointment.	Make doctors and face to face appointments accessible as telephone consultations are often missed.
19/11/2024 10:33	Very good		
19/11/2024 13:11	Very good		

19/11/2024 14:04	Very good	My appointment was made on time and the nurse was smiley and professional	Booking appointment online
19/11/2024 14:42	Good	Because you asked me	More staff
20/11/2024 06:14	Very good	My receptionist at my doctors goes above and beyond to attend to my health issues in the best possible way she can with my GP also the nurse also checked up on my progress with the new asthma pump that she prescribed	
20/11/2024 10:08	Very good	I'm new and feel like I've been helped	Mental health nurse more understanding
20/11/2024 12:10	Very good	All issues resolved	None service fine thanks
21/11/2024 15:41	Neither good nor poor	Because there is only one receptionist,that attends to everyone,and I recommend the should be atleast 2 to 3 receptionist attending to everyone.	Pls we need more G.ps doctors which are males
21/11/2024 19:51	Poor	Because I feel like the dr chand isn't helping and isn't supportive in my daughter condition	She could have fought back when my dr referral was declined
22/11/2024 08:04	Very good	It was done in time.	So far so good.
22/11/2024 09:35	Very good	Polite and reassuring	Nothing great service
22/11/2024 10:46	Very good	The doctor Irene had a very good attitude understood my problem and I think she has given me the correct answer and treatment	
22/11/2024 16:58	Neither good nor poor		
23/11/2024 11:18	Poor	No assistance	Looked after my issues
23/11/2024 12:25	Very good		
23/11/2024 16:01	Very good	Excellent service	Nothing
23/11/2024 16:08	Very good	The physiotherapist was very good, after two weeks of being in agony and unable to walk straight, I've been doing the exercises he instructed and I already feel 100 times better.	The two week wait for the physio appointment.
24/11/2024 15:46	Don't know	I cancelled	I called to cancel the appointment day before, I didn't attend the appointment.

24/11/2024 19:39	Neither good nor poor	Because I couldn't make it so I cancelled	There's nothing to improve on as it wasn't the practice's fault. I wasn't feeling well that's why I cancelled.
24/11/2024 20:11	Very good	I called to cancel my appointment and it was cancelled without any problems	Overall, the services are very good because when I called to cancel, there was no argument.
25/11/2024 14:36	Very good	Easy going	All good
26/11/2024 08:38	Very good	Well organised team	
26/11/2024 08:38	Very good		
26/11/2024 15:43	Very good	Yes always seem very helpful.	All good.
27/11/2024 08:14	Very good		
27/11/2024 10:08	Good		
27/11/2024 13:48	Good	Very helpful	Nothing
28/11/2024 13:07	Good	The doctor saw me at the exact time for the appointment	The receptionist should be more considerate and supportive, please acknowledge the person standing before you when on the phone
28/11/2024 13:33	Good	I gave your answer Because it'll provide the information about your services.	One thing that I want to say is that you will have to answer a phone anytime so that, it will easy for us to contact anytime if we have an emergency. Also you'll have a regular checkup.
28/11/2024 15:34	Very good	I've always had a very good service and everyone at the surgery has always been nice and welcoming	Nothing to my knowledge
28/11/2024 16:13	Very good	Promptly seen All my questions answered The result I was hoping for was exactly what I got.	Given out free sweets at the end of all consultations.
28/11/2024 17:07	Good		
28/11/2024 18:31	Very good	The nurse and the receptionist are too kind and polite, and overall the service was good too .	Everything was good enough

29/11/2024 09:49	Neither good nor poor	The process for getting a blood test is too long. Making an appointment with the nurse, just to be given a form to then have to book another appointment and sign up to an affiliated booking website is annoying. I have had blood taken at the surgery in the past for my pre diabetes so why can't this still be done? I now have to wait two weeks for an appointment then possibly another two weeks for the results as to whether I have diabetes.	See above. Make the process for blood test faster. The walk in service worked better in my opinion.
29/11/2024 11:01	Very good	Service was friendly and prompt	Can't think of anything.
29/11/2024 11:58	Fair	I waited an hour by my phone for a medication review and then received an email stating I had had a missed call from nurse, on answering a call from the surgery at 4.00pm a message popped in to messages informing me that I was due a call at 4.20pm having been booked in at the end of the day due to my missed call that has not shown on my phone.	
29/11/2024 14:32	Very good	I was offered immediate consultation. The receptionist and the doctor were very helpful	I can't complain