

**Basildon Road Surgery  
FFT REPORT DECEMBER 2024**

**Responses received: 79**

**Very Good = 49**

**Good = 20**

**Fair/Neither Good or Poor = 4**

**Poor = 4**

**Don't know = 2**

**Overall satisfaction = 88%**

**Overall dissatisfaction = 12%**

<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>
01/12/2024 05:29	Good		
02/12/2024 13:19	Very good		
03/12/2024 09:01	Very good	Prompt service helpful staff	Nothing
03/12/2024 15:06	Poor	Wait for call to surgery was 1.5 hours unacceptable. No flexibility when a request for urgent antibiotics was mad had to wait over the weekend and only via a call with the doctor in spite of full explained situation	Not all phonecalls over one line only
03/12/2024 15:11	Very good		
04/12/2024 10:23	Neither good nor poor	Because I cancelled the appointment	I didn't attend the appointment
04/12/2024 10:24	Neither good nor poor	I booked for another date	Nothing as I didn't attend
04/12/2024 11:35	Very good	99% if the time very helpfull.	
04/12/2024 14:19	Very good	Very kind yh	
05/12/2024 13:10	Very good		
05/12/2024 14:48	Very good	Courteous and professional services	None
05/12/2024 16:41	Very good	Prompt attention	Could not think of anything
05/12/2024 18:25	Very good	Receptionist very kind. Doctor very thorough.	

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05/12/2024 19:27	Very good	I was pleased with your customer services.	You are on point. Keep on keeping on.
05/12/2024 19:28	Very good	My Doctor had time to listen to me, and answer all my questions.	Nothing. Excellent staff.
05/12/2024 21:16	Very good	I think that Dr Jyoti Chand does her job very thoroughly,her diagnoses are accurate and very helpful.	Nothing,I just wish that all appointments were with Dr.Jyoti Chand.
06/12/2024 08:24	Very good	I was satisfied	
06/12/2024 10:36	Very good	Problems sorted	Nothing
06/12/2024 16:42	Very good		The physiotherapist was very polite and knowledgeable about my condition and gave advice and an exercise program.
06/12/2024 19:58	Very good	Professionalism, excellent services	None
07/12/2024 14:18	Very good	Swift response to my problem!	I can't think of anything.
07/12/2024 14:37	Very good	The Doctor was exceptional	
07/12/2024 17:31	Very good	I had two appointments, I came earlier than my scheduled time but the Nurse had time so she attended to me.	I don't have any complaints yet
07/12/2024 17:39	Good	My appointment was on time and my greeting was very warm & welcoming	Not you but the hospital could get my X-ray to the surgery quicker. Seems it can take up to six weeks for the report to reach the surgery.
09/12/2024 08:06	Very good	You are very welcoming and kind.	
09/12/2024 08:07	Very good		
10/12/2024 08:35	Very good	Nurse very friendly happy attitude	Nothing it has been really good

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10/12/2024 16:30	Very good		
10/12/2024 21:38	Good	I requested for a sick note for the universal credit but was told I have to pay, I don't work because I had an aneurysm and a stroke at the same time. That's the reason I wanted a sicknote was for the universal credit, I have no money for food and electricity.	Nothing as it's too late now.
11/12/2024 10:55	Very good		
11/12/2024 12:16	Very good	Seen on time with good explanation	None
11/12/2024 12:44	Good	Because the mental health nurse was very good patient and willing to listen to me	The need more receptionists to attend to patients/clients and the need more male nurse doctors and receptionists .
12/12/2024 11:28	Very good	Great nurse	
12/12/2024 12:23	Very good	Was seen on time	
12/12/2024 15:32	Very good	Good communication got results i need thanks	Nothing
13/12/2024 17:18	Good	Professional and friendly.	I wish if there is a chance of connecting the surgery/ doctors easier than now would be very helpful as I had to hold the phone for around 22 minutes but I was the first in the queue. ( it is understood that staff are busy). Thank you all.
13/12/2024 18:28	Don't know	I haven't been seen yet	Nothing yet as I need to be seen

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13/12/2024 19:47	Very good	I was ten minutes late and worried but really appreciated being seen	Very please at being seen GP, follow up appointment arranged at the same time. Good listening, felt reassured by the time I left.
14/12/2024 12:09	Good	Good	Good service
14/12/2024 12:43	Poor	I was told to come for asthma checkup because I put in a repeat prescription request for asthma pumps. Got there, the nurse asks how many salamol pumps I had this year, no idea. Apparently you can only have 5 a year. Okay, but when I need to use it, which isnt often, I need to know I can get a repeat. I used to get 2. For some reaseon its now 5 a year. Is this cost saving, why.? Anyway, no asthma check as I had a cough. Waste of time. But I did get a replacement.	Have a good reason for not allowing me to have 2 pumps. One in my bag, one spare. Asthma sufferers are all different.
14/12/2024 14:22	Very good	Very kind.	Everything was good

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14/12/2024 14:54	Poor	I arrived a few minutes late but still within the 10 minute grace period. After waiting more than 5 minutes to be checked in while the receptionist was on the phone, I was told the doctor would not see my child as it was now outside of the grace period. I pleaded with the receptionist as we had in fact arrived within the grace period and even stated that we would be happy to wait until the end of surgery as to not delay or inconvenience any other patients. The receptionist consulted a second member of staff, Sarah, who felt it appropriate to be rude and dismissive when reiterating that the doctor would not see us.	Adjust the process for checking patients in so patients can be checked in even if the receptionist is on the phone. Teach staff to be compassionate and remember the people attending the surgery are doing so to seek help, not to be disrespected.
14/12/2024 15:52	Poor	I had a telephone appointment on 13/12/24 between 14.30 - 16.30. A female doctor called me for the appointment, I could hear the doctor clearly and I was saying hello, hello, hello and the called dropped. I waited for like 5mins to see If the doctor would call me back but unfortunately she did not call back. I called the surgery back and I explained to one of the receptionist and she said she would call me back. I never heard anything from them since then	
14/12/2024 16:29	Very good	I feel at ease.	You are always kind.
14/12/2024 17:19	Very good	Helpful friendly staff especially at reception	Nothing

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14/12/2024 19:33	Don't know	I was denied to see doctor because of 5 minutes late due to traffic.	I can't say anything
16/12/2024 09:28	Good	Easy and smooth	None yet
16/12/2024 13:23	Good	Called at time appointment. Courteous clear and understanding	Nothing comes to mind
17/12/2024 10:00	Good	thats my job	
17/12/2024 11:45	Neither good nor poor		
17/12/2024 12:34	Very good	Sarah the receptionist was very helpful	Things are getting better
17/12/2024 12:36	Good	I was attended to with compassion	Sticking to appointment time
17/12/2024 13:15	Very good	Always receive great service.	N/A
17/12/2024 13:21	Very good		
18/12/2024 15:10	Very good	Quick appointment, doctor very understanding and helpful	
18/12/2024 15:12	Very good	Good service	

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19/12/2024 11:27	Very good	Friendly staff	
19/12/2024 14:44	Very good	My doctor, doctor Jo chand, is always very professional and polite and friendly. She always gives the impression she is listening to you and has a very caring nature. Always helpful.	Nothing.
19/12/2024 16:31	Good	I am happy with my gp	
19/12/2024 16:58	Very good	Very polite and dealt with promptly & efficiently	
19/12/2024 17:45	Good	Friendly staff, good communication	
19/12/2024 22:47	Good		
20/12/2024 19:58	Very good	The receptionists are very polite & helpful. Also doctor Chand listens & I believe she cares deeply concerning her patients problems.	
21/12/2024 09:54	Very good		
22/12/2024 11:54	Very good	Staff very helpful	N/A
22/12/2024 17:48	Very good		
23/12/2024 13:27	Very good	Because I'm very with your service	About appointment time
24/12/2024 09:54	Good		
24/12/2024 14:02	Good	Base on the service received	
25/12/2024 12:44	Good		
25/12/2024 17:41	Good	It was quick and detailed	Nothing
25/12/2024 17:42	Good	Good service	Nothing to add

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27/12/2024 19:29	Good		Consultation call within time specified
28/12/2024 11:11	Good		
31/12/2024 07:38	Neither good nor poor	Dr couldn't deal with my signs and symptoms over the phone. Face to face appointment required	A face to face appointment should have been given in the first place
31/12/2024 08:34	Very good	Cause i like the service	All top notch
31/12/2024 14:22	Very good		
31/12/2024 19:50	Very good	Very good I	Very good in deed
31/12/2024 19:51	Very good		