FFT Results March 24

Date Please can you tell us why you gave your answer? Please tell us about anything we could have done better.

29/03/2024 Claire was excellent & also picked up on the fact my feet & ankles were swollen. She recommended I see a Dr & I have an appointment at West Heath surgery on Sat 30th. I was completely satisfied with my treatment

31/03/2024 Great reception and approaches from the nurse

29/03/2024 Dr drever is fantastic. Always listens with care and sympathy for any reason. I feel i can tell him anything and i always will ask him for help where needed. The other gps and nurses are all very professional and kind. Reception staff are friendly and keen to help. The surgery is clean and tidy. Just a good surgery all round No theres nothing really. You can fix whats not broke

29/03/2024 Nurse took my bloods today. I did not feel a thing. Very good and professional. Nice and clean No

29/03/2024 Seen on time and effective care was provided. None

28/03/2024 Easy to book an appointment. The man I saw was very thorough and put me at ease Nothing

28/03/2024 Friendly and helpful receptionist

28/03/2024 I always get an appointment if it’s urgent

28/03/2024 Informative and nice to see a dr face to face

01/03/2024 Efficient, called in before my appointment time None

01/03/2024 Had a pleasant experience, nurse was efficient and friendly, and was exactly on time . Nothing was excellent

01/03/2024 Professional, informative and thorough Nothing

01/03/2024 The appointment was set without delay ,and the treatment of the nurse was good

01/03/2024 The doctor in attendance did a great job. Listened and recognised I am actually a person

01/03/2024 The staff were very nice Nothing,everything was perfect

02/03/2024 Because the service is very good No nothing

02/03/2024 Dr took time to listen to my concerns and was informing I found the price of this medical very high

02/03/2024 I seen a lovely nurse very kind and listened to me also the reception are very helpful

02/03/2024 Very good doctor Nothing

02/03/2024 Very good doctor Nothing all is good

02/03/2024 Very professional was seen very quickly Nothing

03/03/2024 Very good doctor and service Nothing all is good

04/03/2024 Nurse was very professional and

05/03/2024 All very professional and friendly

05/03/2024 Arrived early 5 minutes later Emma called me in 10 minutes later on the way home No all was fine thank you

05/03/2024 Didn’t resolve anything

05/03/2024 Dr was very nice and listened to my concern and made me feel at ease .

05/03/2024 Excellent service and support from all staff N / A

05/03/2024 Helpful on reception when booking appointment and fully reassured by the doctor I saw. Nothing

05/03/2024 Jo brilliant

05/03/2024 Lovely nurse very helpful and kind Nothing everything was perfect

05/03/2024 The treatment I've been given has been lovely, I have no problem at all with the surgery Nothing really.

05/03/2024 Well i got good news, the doctor was very curtious & we had a good conversation about my condition. Very good visit.

06/03/2024 Because you asked me to Tea and coffee with cake

06/03/2024 I asked for my meds and was refused Tsken noyice of what i was saying for 1

06/03/2024 I was given clear information and. given time to make a decision with literature to inform my choices

06/03/2024 She was understanding to my son No

06/03/2024 The doctor was very helpful and understanding

06/03/2024 Very good service thanks. Everything was fine thanks.

07/03/2024 Because it was fine Nothing

07/03/2024 I felt very well cared about! Not applicable

08/03/2024 I did not have to wait long and the nurse was very nice.

08/03/2024 No waiting.Had my blood test Not cancelled the one before

08/03/2024 The nurse listen to wat I asked n she did this for me im so pleased I wos having a b12 n she did it slow for me. I think this is a very good doctors n I'm pleased there looking after us both me n my son.

08/03/2024 The nurse who we initially saw was kind and thoughtful and the reception staff were considerate

08/03/2024 Very professional and helpful service

08/03/2024 Waiting time was short

09/03/2024 Appointment was 11.30, got seen by Dr Dreaver well before time. Was not rushed through appointment. Appointments not very flexible. Waiting 2 to 3 weeks for routine bookings.

09/03/2024 Dr was helpful and explained what was wrong with my foot Nothink

09/03/2024 I got more than expected I don’t have any thing

09/03/2024 Lovely gp always happy to answer questions Nothing

09/03/2024 The gp I saw Sara (unsure of her surname) is always very thorough and I always feel very comfortable with her Nothing everything was good.

09/03/2024 They give you time Nothing better than that

10/03/2024 doctor is very patient and check my child very carefully

11/03/2024 Very professional and polite made me at ease Nothing comes to mind

12/03/2024 Although I had to wait awhile for the appointment, I was seen on time on the day and was pleased with the outcome of my visit with the Doctor.

12/03/2024 Dr Drever did everything to prevent future cardiac arrest but Jo Drever was reluctant to accept my Expert Patient knowledge on stress causing loss of diabetic control. Jo Drever needs to be told to stop coming out with flippant comments “Your ‘OmniPod’ machine is old fashioned & completely out of date.” Instead of admitting she didn’t know how to operate it. Other patients have commented on her assumptive comments & as the famous phrase goes “By assuming you make an ASS of U & ME”.

12/03/2024 dr Uren is very competent, trustworthy and knowledgeable.

12/03/2024 Friendly great service Nothing

12/03/2024 Great thanks None

12/03/2024 Listening and tried to find the right solution Not sure

12/03/2024 Reception very friendly and helpful. Dr Drever is an extremely good doctor, he doesn't rush you out of the door but takes the time to listen and advise with a very caring attitude. Clone Dr Drever, he is the best doctor I have had ever.

12/03/2024 The person who attended to us took time to listen and gave her assessment properly as well. All went well.

12/03/2024 Very pleased after explaining my problems

13/03/2024 Did not see a nurse or doctor. Don't know.

13/03/2024 Felt listened to Everything was good

13/03/2024 Nurse made me feel comfortable and she is good at her job No

13/03/2024 The doctor had plenty of time for me. She didn't rush me out of the door. She explained everything so I could understand it t There is always room for improvement somewhere

13/03/2024 The doctor was very good at explaining what was going to happen which made me feel very confident in her Nothing in my eyes

14/03/2024 Appointment was on time and nurse very friendly

14/03/2024 Good. Care

14/03/2024 My check ups where thorough and Nurse and Dr explained everything well to me . Nothing really,my check ups were thoroughly done.

14/03/2024 My doctor gave me time to talk and didn't rush me I also felt very comfortable in the surgery. I don't feel there was anything

14/03/2024 New doctor didn't know her

14/03/2024 Pleasant surroundings, staff very friendly. Dr Miles looked after me very well The only problem I found was cars parked in the disabled bay without the Blue Badge showing

14/03/2024 Put me at ease and was very under standing about ny ill ness Notting

14/03/2024 Very good service very nice Dr Al All is good

15/03/2024 Very good to us All is good

16/03/2024 Because you respond to call quickly

16/03/2024 Blood test. Quick easy and pain free Nothing

16/03/2024 Due to the attention and care given by the gp to my daughter

16/03/2024 Excellent communication and hospitality

16/03/2024 I was seen on time and treatment was effective Nothing

16/03/2024 I was very pleased with the way I was being treated & couldn't thank the doctor enough for helping me out left very happy.... There is nothing else that yous all ready done for me that I can't thank enough

16/03/2024 My appointment was successful achieved what it was for thank you None, you did good

16/03/2024 My doctor was very patient with me and understood my concerns On this vist all was fine thank you

16/03/2024 She was very polite and checked every think she needed

16/03/2024 The doctor I had was really sweet and she seemed very genuine about helping me especially since I have a lot of health anxiety I felt as she spoke to me very calmly and had a kind tone of voice which made me feel a lot safer and calm. No it was one of the best appointments i’ve had.

16/03/2024 They sorted out my first problem but not my second problem When booking they need to ask if the patient has mobility problems and not give them the Dr in the far room

16/03/2024 Very comfortable All good

17/03/2024 The doctor was kind, thorough and patient. SHE WAS A STAR!!

17/03/2024 Very caring an supportive also easy to talk to listening through out

18/03/2024 Dr very understanding

19/03/2024 A fair wait for appt but the Gp listened. And sorted a few of my conditions in one application. I don't see what could of been done any differently

19/03/2024 All the information I needed was explained and feel like I’m now aware why I’m in pain

19/03/2024 Appointment with nurse very friendly and professional I always arrive early for appointment wasn't aware the doors didn't open until 9am

19/03/2024 Didnt have to wait long and doctor very helpful Just keep up with what your doing😊

19/03/2024 Great service Nothing

19/03/2024 I was given a quick prompt appointment with the blood test nurse who gave me excellent advice too

19/03/2024 Lady was helpful

19/03/2024 Practice nurse was lovely and caring.

20/03/2024 Blood test. The nurse was amazing I hardly fealt the needle

20/03/2024 Dr Drever done all the possible checks with Jaylen was very good with him as Jaylen was nervous.

20/03/2024 Excellent communication and service N/A

20/03/2024 I always feel safe in the knowledge that whatever my illness the GPs find an answer & supply me with the right prescription. I do not feel hurried in anyway when talking about the reason as to why I have called I suppose this is something you can't do much about but I wish people who park in the Disabled Parking Spaces actually had a blue badge to be able to park here as there are not enough Disabled Parking bays

20/03/2024 I was seen on time for my appointment. Nurse was extremely helpful. Nothing I can think of .

20/03/2024 The Doctor as a trainee, if so she should had been under supervision. To supervise new doctors or trainees.

20/03/2024 Very friendly and very professional answer all my questions Susan price

21/03/2024 Appt on time. Not crowded in surgery

21/03/2024 Because I had good news from the doctor No very thing was fine

21/03/2024 Doctor was able to give me more information about my concerns to how long this vertigo will last I was happy with the service

21/03/2024 Everything went according to plan.cannot Cannot think of anything.

21/03/2024 Great service None

21/03/2024 Reception staff and GP all really friendly, helpful and reassuring Nothing - I think you’re all fab

21/03/2024 Respectable staff with lovely smile At the moment everything good

21/03/2024 The nurse was very good made me feel comfortable and also answered all my questions about further issues

22/03/2024 Prompt attention,on time pleasant nurse.

22/03/2024 Everything went very well questions were explained when asked Nothing all very good

22/03/2024 The doctor helped me with exercises for my arm and advised me well Nothing

22/03/2024 The nurse was nice and efficient.

23/03/2024 Friendly staff. Appointment on time.

23/03/2024 Great service. Friendly team. Appointment on time, explained everything really clearly Not much, everything was much better than experience I’ve had art other surgery.

23/03/2024 No waiting all relavent cmhealth checks carried out

23/03/2024 The reception staff and doctor did what o need Any patient need help please listen to him or her and gives to them help

23/03/2024 Very good Very good

23/03/2024 Very wet well ,and very pleasant doctor No it was fine

23/03/2024 Was given a good service no improvement needed . Everything ok

24/03/2024 Very precise and friendly

25/03/2024 Because I was listened too Give the physio woman more hours or days to work so patients waiting times between appointments don't have to wait months to be seen

26/03/2024 All staffs and doctors are helpful and kind.

26/03/2024 I came away with no tablets and told to go straight to a and e, I wasn’t going to do that and waste time as it was not that urgent but I wanted to be referred to hospital for appointment for ct scan , doctor told me it was quicker to go to a and e, I can wait a few weeks for it , so I am waiting for letter. Na

26/03/2024 Rang and was allocated same day appointment. Nurse practitioner was very friendly, attentive and listened, in addition to treating the patient she also identified additional support for the patient and made relevant referral. Can't think of anything

26/03/2024 Reception staff so helpful. Doctor always takes to listen to me and explain everything.

27/03/2024 Best service N/A

27/03/2024 Just went for an ECG. Was just in and out .staff behind desk not too helpful that day

27/03/2024 The Doctor Who attended to me, she is highly experience, spoke calmly and empathic. Can’t remember her name- Dr. Leng I suppose. I give her a 10 stars 🌟 Non

27/03/2024 Very friendly & kind

27/03/2024 Very understanding and informative, willing to listen and explain any questions you may have. Always Very polite. More face to face appointments when possible.

28/03/2024 Seen quickly Everything was fine

28/03/2024 The person I saw was very considerate and helpful Would have been good if the medication that was prescribed had been sent to the chemist as it wasn't I had to phone the chemist the Dr's and then pick up the prescription by which time the chemist was closed

28/03/2024 The Doctor was friendly and professional 💯

28/03/2024 The Doctor was very friendly and professional ♥️

28/03/2024 Very friendly doctor