

Showing results for Hawkesley Medical Practice

Hawkesley Medical Practice ▾

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NHS Friends & Family Test

Results from month May 2023 ▾

Very good **Good** **Neither good nor poor** **Poor** **Very poor** **Don't know**

61 (82%) 8 (11%) 1 (1%) 2 (3%) 2 (3%) 0 (0%)

Comments

v good

as the prescriptions should be sent to the Pharmacy straight away to collect instead of waiting days

very good service

nurse practitioner was very good listened and explained everything

Firstly I was waiting 40 minutes after my appointment time to see the nurse . I should of been having blood tests and asthma review , when I mentioned the blood tests the nurse didn't know about them and they never got done. I found the asthma review to be a complete waste of time , the nurse didn't seem to have a clue about my history and knew nothing about my AF and having asthma medication trigger it off in the past . She then went on to recommend medication that set it off before and had no clue who had taken me off certain medication and why. She also asked if I had brought my inhaler as she wanted to She me use it , I wasn't told by anyone to bring it . I was then virtually accused of not taking my medication as the records shown I hadn't ordered any recently but had to explain I had plenty at home still. The nurse couldn't do anything about my asthma because of the problem with AF so I need to book a doctors appointment. This should of all of been known before the review and the review probably wouldn't of been needed . I found the nurse not very friendly, not a great attitude and generally rude ,it felt like she wasn't really listening to what i had to say and it was just a useless box ticking exercise. I've now got to book two separate appointments, one for the doctor and one for blood tests that should of been done with my asthma review. I had the same asthma review before with the exact same out come and still in the same situation over a year later of nothing being done . Very disappointed and feel let down yet again . The only good outcome was the receptionist did a good job of booking me in again and was friendly.

be able to book to see a doctor

Very good

Very, very good 👍. Thanks and keep the staff!

Very good understanding person very good at job ,very thorough

I saw nurse who is absolutely lovely, kind, helpful and very professional.

the service I received was excellent thankyou very much and everything was done brilliantly