**Regent House Surgery Friends and Family Results July 2024**

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| --- | --- | --- |
| **Very good/good experience** **(%)****(****%)** | **Neither good nor poor experience** **(%)** | **Poor/very poor experience** **(%)** |
| **97** | **1** | **2** |

|  |
| --- |
| July 2024 |
|  186 Responses |
|  1926 appointments |
|  % 10% Response Rate |
|  111 Verbose Responses |

Verbose Responses

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Comment | Comment can be public | Action | Date completed |
| 1 | Very good | Yes | Positive feedback shared with the team. | 7.8.24 |
| 2 | Nothing. Appointment took place on time and the nurse practitioner provided exemplary service. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 3 | Ability to book own appointments. Ringing up at 8am or 12.30 is very stressful when you are at work and can’t always be free at specific times | Yes | Thank you for your comments, our appointment system was updated some time ago. We release same day appointments once per day at 8am, routine appointments can be made by contacted the practice during our opening hours. | 7.8.24 |
| 4 | I would like to be informed IF my appointment is cancelled or changed to another time | Yes | Thank you for your comments, I am sorry to hear you did not receive communication to an appointment change, this is our standard protocol, we will discuss this at our next team meeting. | 7.8.24 |
| 6 | Couldn’t fault the treatment | Yes | Positive feedback shared with the team. | 7.8.24 |
| 7 | Nothing to say really, my appointment was only a few minutes late | Yes | Positive feedback shared with the team. | 7.8.24 |
| 9 | Nothing | Yes | N/A | 7.8.24 |
| 10 | Nothing | Yes | N/A | 7.8.24 |
| 11 | Nothing good service | Yes | Positive feedback shared with the team. | 7.8.24 |
| 12 | Nothing - I was treated with respect and care by Dr Brennan. She was kind and understanding | Yes | Positive feedback shared with the team. | 7.8.24 |
| 13 | All good thanks | Yes | Positive feedback shared with the team. | 7.8.24 |
| 15 | Nothing | Yes | N/A | 7.8.24 |
| 16 | Nothing it was good. The nurse was very comforting and understanding. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 19 | Would be nice to see the same Doctor if nessesary | Yes | Thank you for your feedback, patients are able to request a specific clinician at the time of booking an appointment, we will try where possible with working days to accommodate. | 7.8.24 |
| 20 | Signage of which Dr / nurse is in which direction when entering to “rooms” after leaving the waiting area. It used to be sign posted but I couldn’t see any yesterday. | Yes  | Thank you for your comments, our signage is on the wall when you come through the waiting room.  | 7.8.24 |
| 21 | I don't think there is anything I would change | Yes | Positive feedback shared with the team. | 7.8.24 |
| 22 | Nothing at all | Yes | N/A | 7.8.24 |
| 23 | To not have to wait so long after appointment time. Appointment 3pm called in at 3:25pm | Yes | Thank you for your feedback, we endeavour to keep clinics running to time, unfortunately there can at times be unforeseen delays. | 7.8.24 |
| 24 | Nothing, the surgery has significantly improved over the past year. Also Dr. Richardson is fantastic | Yes | Positive feedback shared with the team. | 7.8.24 |
| 25 | So far I've attended five out of six appointments in the last 2 weeks and can honestly say there was nothing I can think of that would improve my experience at any of the appointments. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 27 | No changes identified | Yes | N/A | 7.8.24 |
| 29 | Every thing was fine at this visit | Yes | Positive feedback shared with the team. | 7.8.24 |
| 30 | All good thanks | Yes | Positive feedback shared with the team. | 7.8.24 |
| 31 | Nothing | Yes | N/A | 7.8.24 |
| 32 | Nothing to change | Yes | N/A | 7.8.24 |
| 33 | My daughter has recently been in for her 1yr jabs, the nurse we saw fantastic, however this includes 4 different injections. At other practices they have 2 nurses doing these and previous jabs at the same time so it is less traumatic for both the baby and parent. At this practice it is one nurse doing them one after another. I would very much like for this to be reviewed and two nurses to do them in the future. | Yes | Thank you for your positive comments about our nurse. Unfortunately, we do not have the resources to facilitate that system at our practice and it would differ between parents/guardians regarding preferred administration.  | 7.8.24 |
| 34 | Nothing | Yes | N/A | 7.8.24 |
| 35 | I am satisfied with the treatment I have received so no change is necessary | Yes | Positive feedback shared with the team. | 7.8.24 |
| 40 | Nothing reqd | Yes | N/A | 7.8.24 |
| 41 | Nothing at all. I have nothing but positive praise for this practice and it’s staff | Yes | Positive feedback shared with the team. | 7.8.24 |
| 42 | Appointment on time, good consultation, know I can come back if change of medication does not work. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 44 | The doctors and reception are amazing and really helpful | Yes | Positive feedback shared with the team. | 7.8.24 |
| 45 | Nothing | Yes | N/A | 7.8.24 |
| 47 | I would not change a thing my care was excellent | Yes | Positive feedback shared with the team. | 7.8.24 |
| 48 | All good. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 49 | All appointments attended either early or on time, can't think of anything that would improve the level of service or professionalism. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 50 | Everything was fine | Yes | Positive feedback shared with the team. | 7.8.24 |
| 51 | Although my experience was excellent, I would have appreciated getting an appointment sooner rather than having to wait several weeks. I certainly appreciated the text message I got the day before reminding me about my appointment | Yes | Thank you for your comments, routine/pre-bookable appointments can be anything from 4 weeks upwards, please note if your clinical need becomes urgent you can contact the practice on the same day for duty doctor, when we reach our safe capacity, you will be re-directed to 111 for same day assessment.  | 7.8.24 |
| 53 | Nothing | Yes  | N/A | 7.8.24 |
| 54 | N/A | Yes | N/A | 7.8.24 |
| 55 | Nothing at all always good | Yes | Positive feedback shared with the team. | 7.8.24 |
| 56 | Nothing | Yes | N/A | 7.8.24 |
| 58 | Everything works really well for me | Yes | Positive feedback shared with the team. | 7.8.24 |
| 59 | Nothing, the GP I saw was exception, helpful and thorough and informative, she always gives the best service. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 60 | Nothing | Yes | N/A | 7.8.24 |
| 61 | Happy with service provided | Yes | Positive feedback shared with the team. | 7.8.24 |
| 62 | Great service and very professional | Yes | Positive feedback shared with the team. | 7.8.24 |
| 63 | Nothing | Yes | N/A | 7.8.24 |
| 64 | Nothing | Yes | N/A | 7.8.24 |
| 67 | Nothing | Yes | N/A | 7.8.24 |
| 69 | Very happy with service 😊 | Yes | Positive feedback shared with the team. | 7.8.24 |
| 72 | Na | Yes | N/A | 7.8.24 |
| 73 | Cannot fault the care and treatment I have received so far. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 74 | Communicate better with your patient.I did not know the reason for being called in.I thought that the doctor wanted to see me but it was for my regular check up with the practice nurse. | Yes | Thank you for your comments, I am sorry to hear you were not informed of the nature of your appointment, this will be discussed at our next team meeting. | 7.8.24 |
| 76 | Nothing | Yes | N/A | 7.8.24 |
| 77 | It was ok | Yes | N/A | 7.8.24 |
| 78 | Wouldn't change anything we was listened too and referred to a specialist for the problem straight away. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 80 | Easier appointments | Yes | Thank you for your feedback, please refer to our website in our patient leaflet for the most up to date appointment system, this will confirm our booking system, if you would like to discuss this further please contact the practice. | 7.8.24 |
| 81 | Very good & punctual | Yes | Positive feedback shared with the team. | 7.8.24 |
| 82 | For me the only thing that could have improved my appointment would be not to have to climb the steep stairs as I've been struggling with osteoarthritis in my right knee . | Yes | Thank you for your feedback, we have a lift for patient use, please ask a member of staff next time you attend.  | 7.8.24 |
| 85 | Nothing it was very good | Yes | Positive feedback shared with the team. | 7.8.24 |
| 87 | I can imagine the new look website would be very confusing for older people to navigate who want to book an appointment or order a prescription. | Yes | Thank you for your feedback, our team are always on hand to offer assistance with any difficulties with access to the practice, our appointment booking, and prescription ordering has not changed. | 7.8.24 |
| 89 | Nothing. I was very satisfied with the care I received. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 91 | Nothing needs to change as far as I am concerned. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 92 | Allow online appointment booking. | Yes | Thank you for your comments, please note our appointments are released online in addition to the option of contacting us by phone. | 7.8.24 |
| 93 | None | Yes | N/A | 7.8.24 |
| 94 | Nothing it was as good as it could be | Yes | Positive feedback shared with the team. | 7.8.24 |
| 96 | Nothing. Great service from all when I was in a really bad place. Thanks for reacting to my needs so quickly. | Yes | Positive feedback shared with the team. | 7.8.24 |
| 97 | nothing | Yes | N/A | 7.8.24 |
| 98 | Everthing fine | Yes | Positive feedback shared with the team. | 7.8.24 |
| 99 | Nothing needs to improve | Yes | Positive feedback shared with the team. | 7.8.24 |
| 100 | Nothing | Yes | N/A | 7.8.24 |
| 101 | Appointment on time | Yes | Thank you for your feedback, we do our best to keep clinics running to time, unfortunately there can at times be unforeseen delays. |  |
| 102 | More available appointments | Yes | Thank you for your feedback, the quantity of appointments is in line with our maximum, safe capacity with the resources we have but we feel we meet our demand well. | 7.8.24 |
| 103 | All fine | Yes  | Positive feedback shared with the team. | 7.8.24 |
| 104 | Nothing,great. service as usual,on time, brilliant | Yes | Positive feedback shared with the team. | 7.8.24 |
| 105 | Appointment system is difficult if you can't get in contact within a short time window. | Yes | Thank you for your comments, our appointment system was updated some time ago. We release same day appointments once per day at 8am, routine appointments can be made by contacted the practice during our opening hours. | 7.8.24 |
| 107 | I’m quite satisfied | Yes | Positive feedback shared with the team. | 7.8.24 |
| 108 | None | Yes | N/A | 7.8.24 |
| 109 | Nothing needs changing | Yes | Positive feedback shared with the team. | 7.8.24 |
| 110 | Only to have more help regarding ME | Yes | Your feedback has been received, please do contact the practice if there is anything we can help with. | 7.8.24 |
| 111 | To see the same gp when I next visit. | Yes | Thank you for your feedback, patients are able to request a specific clinician at the time of booking an appointment, we will try where possible with working days to accommodate. | 7.8.24 |