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

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| --- | --- | --- |
| **Very good/good experience**  **(%)**  **(**  **%)** | **Neither good nor poor experience**  **(%)** | **Poor/very poor experience**  **(%)** |
| **98** | **1** | **1** |

|  |
| --- |
| August 2024 |
| 187 Responses |
| 1626 appointments |
| % 12% Response Rate |
| 115 Verbose Responses |

Verbose Responses

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Comment | Comment can be public | Action | Date completed |
| 1 | Things ok | Yes | Positive feedback shared with the team. | 5.9.24 |
| 2 | Cannot improve everything excellent | Yes | Positive feedback shared with the team. | 5.9.24 |
| 3 | Nothing | Yes | N/A | 5.9.24 |
| 5 | Nothing as my treatment is ongoing. | Yes | N/A | 5.9.24 |
| 6 | None are doctor done loads things fore wife sand done everything she said with in a week x | Yes | Positive feedback shared with the team. | 5.9.24 |
| 7 | I wouldn't change a thing. Mr M Robinson the GP I saw went above and beyond for me. When you rely on a medication to keep you well and can't get any because of a manufacturing problem it can be very stressful. I tried that morning to get some myself but had no luck so when Mr Robinson found me some it was a weight off my mind. Tbh Regent house surgery have always been good and I wouldn't change a thing. Thank you. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 8 | Don't know | Yes | N/A | 5.9.24 |
| 9 | Sooner appointment | Yes | Thank you for your comments, we offer same day appointments for urgent matters, once we reach our safe capacity, we would re-direct our patients to 111. | 5.9.24 |
| 10 | Explanation of allotted appointments online to make sure you book the correct one. However, reception staff did phone me to make another appropriate appointment on the same day. | Yes | Thank you for your feedback I would be happy to discuss this further and gather a better understanding from a patient perspective. Please do contact the surgery to speak with the Practice Manager. | 5.9.24 |
| 11 | Do not want to change anything my treatment was very good and the Monday lady's Pauline is very good and kind to me help me thank you | Yes | Positive feedback shared with the team.  I assume this refers to Paula who is part of our reception team. | 5.9.24 |
| 12 | Everything OK with my visit. Appointment on time. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 13 | Do not want to change anything thank-you was very good thank-you | Yes | Positive feedback shared with the team. | 5.9.24 |
| 15 | Christine was lovely and reassuring as always and extremely professional, she had experienced technical issues meaning I was called in late, however completely apologetic and I was very understanding of this. These things happen unfortunately. | Yes | Positive feedback shared with the team.  Thank you for your understanding. | 5.9.24 |
| 16 | More appointment availability | Yes | Thank you for your feedback, we regularly review our appointment system and feel we meet our demand well with the resources that we have. | 5.9.24 |
| 17 | None | Yes | N/A | 5.9.24 |
| 18 | I wouldn't change a thing. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 20 | None | No | N/A | 5.9.24 |
| 21 | A perfect experience. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 22 | Nothing, all good | Yes | Positive feedback shared with the team. | 5.9.24 |
| 27 | I can’t think of anything. | Yes | N/A | 5.9.24 |
| 28 | Nothing | Yes | N/A | 5.9.24 |
| 29 | Nothing | Yes | N/A | 5.9.24 |
| 30 | Nothing | Yes | N/A | 5.9.24 |
| 31 | Nil | Yes | N/A | 5.9.24 |
| 32 | Being able to book a doctors appointment on the my gp ap as there never seems to be a doctors appointment just a appointments for other things | Yes | Thank you for your comments, I have checked the app as we have a test patient and at this time, although we have released availability, we are experiencing the same issues – this has now been reported to support. Could I suggest downloading the NHS app. | 5.9.24 |
| 33 | Nothing. All good | Yes | Positive feedback shared with the team. | 5.9.24 |
| 34 | Nothing | Yes | N/A | 5.9.24 |
| 35 | Waited 5 weeks for appointment, Dr requested a scan, nearly 2 weeks later received a call from the surgery to say scan request had been denied !!, had a further app with Dr and had a further examination and another scan was requested which is now planed for 3pm 15th Aug. Given I already have a rare blood cancer I would of expected my treatment to be better planned | Yes | I am sorry to hear this, we have no control over the processes at secondary care. Once a referral is sent, we would only be notified if the referral was rejected and act on this as soon as possible. | 5.9.24 |
| 36 | I am very happy with my care and treatment | Yes | Positive feedback shared with the team. | 5.9.24 |
| 38 | Ger receptionists who don't they are doctors. | Yes | Thank you for your comments, our team are trained in customer service and care navigation, we are aware of the boundaries. If you would like to discuss this further, please contact the practice. | 5.9.24 |
| 39 | No | Yes | N/A | 5.9.24 |
| 40 | Nothing , Dr Richardson very helpful as usual | Yes | Positive feedback shared with the team. | 5.9.24 |
| 41 | Nothing | Yes | N/A | 5.9.24 |
| 42 | I could not fault my treatment today by the Nurse Practioner! She was very welcoming and explained everything about my tests, whilst enquiring how I was on a personal level. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 44 | To be able to contact the surgery and get an appointment much quicker. | Yes | Thank you for your comments, we feel we meet our demand well with the resources that we have. We currently have on our system, same day availability and pre-bookable appointments for next week. | 5.9.24 |
| 45 | Nothing my appointment was for 8.30 went in at 8.30 to see Christine diabetic nurse always very professional and very pleasant | Yes | Positive feedback shared with the team. | 5.9.24 |
| 46 | Nothing it was excellent | Yes | Positive feedback shared with the team. | 5.9.24 |
| 50 | Nothing perfect | Yes | Positive feedback shared with the team. | 5.9.24 |
| 51 | I wouldn't have to walk upstairs | Yes | Thank you for your comments, we do have a lift in the practice, which is signposted, please let our reception team know if you require any assistance. | 5.9.24 |
| 52 | When calling patients to have ‘urgent’ blood tests at the hospital, please explain the reason. These calls put the fear of God in some folk already anxious about their health. | Yes | Thank you for your comments, I understand how this could affect people, unfortunately as our reception team are not clinically trained, they would be acting on a request from the GP; we would expect there has been a preceding conversation with a clinician that prompts an urgent request. | 5.9.24 |
| 54 | Nothing needs changing | Yes | Positive feedback shared with the team. | 5.9.24 |
| 56 | Nothing all good | Yes | Positive feedback shared with the team. | 5.9.24 |
| 58 | Nothing | Yes | N/A | 5.9.24 |
| 59 | Nothing | Yes | N/A | 5.9.24 |
| 63 | None | Yes | N/A | 5.9.24 |
| 65 | Everything was perfect | Yes | Positive feedback shared with the team. | 5.9.24 |
| 68 | On yesterday's experience I would not change anything Thankyou | Yes | Positive feedback shared with the team. | 5.9.24 |
| 69 | The doctor speak with chemist to make sure tables can be put in a box taken daily | Yes | Thank you for your comments, I am sorry there has been an issue with your medication. Please note some medication cannot be exposed to light and air for storage as it may affect the effectiveness. | 5.9.24 |
| 70 | Nothing Doctor so good and very thorough | Yes | Positive feedback shared with the team. | 5.9.24 |
| 71 | No problems | Yes | Positive feedback shared with the team. | 5.9.24 |
| 72 | Take blood sample at same visit iinstead of another appointment | Yes | Thank you for your comments, we try where possible to run an efficient service and do this at the same appointment where possible. At times, the results would be required to discuss hence a split appointment would be necessary to ensure the best care is given. | 5.9.24 |
| 73 | Nothing. Reception staff took my details and organised an appropriate appointment promptly. Dr Hiran was fantastic, communicating with my specialist before my phone consultation, developing a plan and following up with me in person. I truly felt listened to and cared for, thank you. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 74 | Easier way of booking non urgent appointments in advance. | Yes | Thank you for comments, our pre-bookable appointments are available to book throughout the day. Patients do not have to contact at 8am to arrange, , we currently have pre-bookable slots available on Monday. | 5.9.24 |
| 75 | Longer time with the dr | Yes | Thank you for your comments, our appointment times are 15 minutes, which is longer than the average. If you have multiple issues, we do offer double appointments. If you have seen a member of our clinical team and wish to book a further follow up, please contact the practice. | 5.9.24 |
| 76 | It's all good 👍 | Yes | Positive feedback shared with the team. | 5.9.24 |
| 77 | Perfect experience today | Yes | Positive feedback shared with the team. | 5.9.24 |
| 78 | Big improvement in your surgery. Staff are great | Yes | Positive feedback shared with the team. | 5.9.24 |
| 79 | Nothing really...all good | Yes | Positive feedback shared with the team. | 5.9.24 |
| 81 | Totally satisfied so nothing to change | Yes | Positive feedback shared with the team. | 5.9.24 |
| 82 | No changes required | Yes | Positive feedback shared with the team. | 5.9.24 |
| 83 | I can't think of anything I would change, I wasn't waiting long and my practitioner was very professional, my experience was very positive | Yes | Positive feedback shared with the team. | 5.9.24 |
| 85 | Nothing excellent service as always | Yes | Positive feedback shared with the team. | 5.9.24 |
| 86 | Nothing it was excellent | Yes | Positive feedback shared with the team. | 5.9.24 |
| 87 | Make getting an appointment easier, it's like a lottery at the moment. | Yes | Thank you for your comments, we strive to achieve the right balance in line with our demand and continue to review our appointment system; we take on board your feedback. | 5.9.24 |
| 88 | My care was excellent. The Dr listened to myself and my 6 year old. He was anxious and she made him feel at ease. She has a great manner and she is very knowledgeable and understanding. I've never seen Dr Maryam before but would not hesitate to see her again. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 89 | I'm not a fan of Radio 2 but accept that it is popular and doesn't have the dreaded adverts. | Yes | Comments noted – it is difficult to suit all patients. | 5.9.24 |
| 90 | All good thanks | Yes | Positive feedback shared with the team. | 5.9.24 |
| 92 | Nothing, Dr Savage was hugely supportive, understanding and professional. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 94 | Nothing | Yes | N/A | 5.9.24 |
| 95 | I miss my children and I want you to take care of them closely . I would like to have my own job and my own car | Yes | The feedback received does not answer to the survey. Please contact the practice if we can help support you in anyway – Social Prescribing may be beneficial to you | 5.9.24 |
| 96 | Nothing | Yes | N/A | 5.9.24 |
| 97 | The truth is I miss my kids so much I want to take close care of them. I want to work on my own, have my own house and have a car | Yes | Please see earlier comments. | 5.9.24 |
| 98 | Nothing to change. | Yes | Positive feedback shared with the team. | 5.9.24 |
| 99 | All ok thanks | Yes | Positive feedback shared with the team. | 5.9.24 |
| 100 | As this is not my normal surgery, I only come to regent house for my INR, I don't think I'm entitled to give an opinion. I am always treated well at your surgery and I'm very grateful that I can get this test done locally. Thanks to all of you and Nichola the nurse. | Yes | Thank you for your comments, we are pleased to hear our service is convenient for you. | 5.9.24 |
| 101 | Very helpful | Yes | Positive feedback shared with the team. | 5.9.24 |
| 102 | None, service was excellent as usual | Yes | Positive feedback shared with the team. | 5.9.24 |
| 103 | Nothing CS excellent as always . | Yes | Positive feedback shared with the team. | 5.9.24 |
| 104 | No change reqd | Yes | Positive feedback shared with the team. | 5.9.24 |
| 105 | excellent GP surgery | Yes | Positive feedback shared with the team. | 5.9.24 |
| 106 | Being able to have time to speak about more than 1 issue | Yes | Thank you for your comments, we offer double appointments if you notify the team at the time of booking. | 5.9.24 |
| 107 | Nothing to alter very pleased | Yes | Positive feedback shared with the team. | 5.9.24 |
| 108 | The appointment was informative | Yes | Positive feedback shared with the team. | 5.9.24 |
| 109 | There is nothing to change all is fine | Yes | Positive feedback shared with the team. | 5.9.24 |
| 113 | All fine | Yes | Positive feedback shared with the team. | 5.9.24 |
| 114 | No change needed | Yes | Positive feedback shared with the team. | 5.9.24 |
| 115 | Nothing | Yes | N/A | 5.9.24 |