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

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

|  |
| --- |
| September 2024 |
|  212 Responses |
|  1973 appointments |
|  % 11% Response Rate |
| 132 Verbose Responses |

Verbose Responses

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Comment | Comment can be public | Action | Date completed |
| 1 | That I was physically able to go in person but Dr Brown called and was, as always,,very thorough and helpful | Yes | Positive feedback shared with the team. | 15.10.24 |
| 3 | I would like to be able to speak to the same Doctor I saw if I needed any follow up. | 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. | 15.10.24 |
| 4 | Nothing | Yes | N/A | 15.10.24 |
| 6 | Nothing,on time answered all my questions,referred me to a doctor's appointment. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 7 | Easier/quicker access to medical professional | 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.  | 16.10.24 |
| 8 | Nothing. | Yes | N/A | 15.10.24 |
| 9 | Face to face discussion | Yes | Thank you for your comments, it is difficult to put this into context. If this is regarding appointments, we do offer both face to face and telephone appointments. If you wish to discuss further, please contact the practice. | 16.10.24 |
| 11 | It was only my annual review so don't think there is any need for change . | Yes | Thank you for your comments. | 15.10.24 |
| 13 | More 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. | 15.10.24 |
| 14 | To have a urine sample kit to be made available before , or, on arrival at the Surgery rather than having to wave about on exiting and heaving to return to the Surgery again with the kit containing a sample soon after the original visit for the ‘annual check-up’. | Yes | Thank you for your comments, please speak to reception to request a sample kit if a clinician has advised you to do so. This could be done ahead of your next review.  | 15.10.24 |
| 15 | No need to improve. Excellent treatment. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 16 | Excellent care would not change anything seen on time and a very thorough examination. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 17 | Nothing | Yes | N/A | 15.10.24 |
| 19 | Would have liked to discus my ailments in a more relaxed atmosphere | Yes | Thank you for your comments, if this is regarding time limitations we do offer double appointment slots for multiple issues. | 16.10.24 |
| 20 | Nothing everything was good. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 21 | Nothing | Yes | N/A | 15.10.24 |
| 23 | Improved parking | Yes | Thank you for your comments, we are limited with our parking and appreciate it can be challenging a times of our flu service delivery. There is near by pay and display parking available.  | 16.10.24 |
| 24 | No problems at all with my visit, it was excellent, impressed with the reminder that my annual review was due and the comprehensive interview with the Sister who undertook it. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 25 | NA | Yes | N/A | 15.10.24 |
| 27 | Can't think of anything at this point. Doctor was very attentive during consultation, whilst discussing my needs. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 29 | Nothing | Yes | N/A | N/A |
| 30 | Nothing,on time, great consultations seen by doctor in three days. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 31 | To have my dislocated shoulder assessed/examined. | Yes | Thank you for your comments, this sounds most appropriate for urgent care.  | 16.10.24 |
| 32 | More daily opportunities to see the doctor ! | Yes | Thank you for your comments, we offer a limited number of same day appointments with our available doctors. The appointments are released both on-line with the NHS app and can booked by contacting reception.  | 16.10.24 |
| 33 | Nothing | Yes | N/A | 15.10.24 |
| 35 | Be able to book gp appointments online even if they were only pre-bookable ones | Yes | Thank you for your comments, we do release our appointments for online booking. We have been made aware there have been recent issues with certain online options and recommend the NHS App. | 16.10.24 |
| 37 | Nothing, I was very comfortable with my visit and was able to talk at my own pace | Yes | Positive feedback shared with the team. | 15.10.24 |
| 39 | If it’s not broken leave alone | Yes | Positive feedback shared with the team. | 15.10.24 |
| 40 | There were no problems | Yes | Positive feedback shared with the team. | 15.10.24 |
| 41 | Would be helpful to have a machine you can check in on incase the receptionist is busy. However, the receptionist I saw was fantastic and very helpful and so was nurse jo who put me at ease and was very professional. | Yes | Thank you for your comments, we do have a self-check in screen in our waiting room. We are shortly going to be moving the location of it and will share this on our website and FB book.  | 15.10.24 |
| 42 | Nothing | Yes | N/A | 15.10.24 |
| 43 | Everything was fine. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 46 | Nothing to change the doctor was so lovely and caring and listened to how I felt | Yes | Positive feedback shared with the team. | 15.10.24 |
| 47 | I don't think anything needs to be changed | Yes | Positive feedback shared with the team. | 15.10.24 |
| 48 | Have GP appointments available on Thursdays rather than just the ANP. | Yes | Thank you for your comments, we have 3 GP Partners and 2 GP Registrars on Thursdays in addition to our ANP.  | 15.10.24 |
| 49 | I think the waiting time for the next available appointment is very long. I enjoy the telephone consults. | Yes | Thank you for your comments, we continuously review our appointment system and try to get the best with the resource we have. We offer flexibility of our appointments between face 2 face and telephone (providing the reason for the appointment is appropriate).  | 15.10.24 |
| 50 | Nothin | Yes | N/A | 15.10.24 |
| 51 | Not a thing I am very happy with your service | Yes | Positive feedback shared with the team. | 15.10.24 |
| 52 | I've no reason to complain lovely lady's on desk, drs have been fab | Yes | Positive feedback shared with the team. | 15.10.24 |
| 53 | All was good | Yes | Positive feedback shared with the team. | 15.10.24 |
| 55 | I was treated with care and respect thank you | Yes | Positive feedback shared with the team. | 15.10.24 |
| 56 | Nothing. I’m just a satisfied client 👍 | Yes | Positive feedback shared with the team. | 15.10.24 |
| 58 | Will not change any things everyone is good to me thank you | Yes | Positive feedback shared with the team. | 15.10.24 |
| 59 | Wouldn’t change anything. Doctor was so helpful and caring. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 60 | I'm good at this time. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 61 | N/a | Yes | N/A | 15.10.24 |
| 65 | Nothing needs too change, as usual, excellent professional patient care | Yes | Positive feedback shared with the team. | 15.10.24 |
| 66 | Happy with everything at the moment | Yes | Positive feedback shared with the team. | 15.10.24 |
| 67 | Nothing | Yes | N/A | 15.10.24 |
| 69 | Nothing | Yes | N/A | 15.10.24 |
| 70 | Nothing | Yes | N/A | 15.10.24 |
| 72 | To have a treatment room at our doctors | Yes | Thank you for your comments, we plan to review this in the New Year. | 16.10.24 |
| 73 | Nothing | Yes | N/A | 15.10.24 |
| 75 | It’s all really a very good practice I have tried to get a friend to join the practice | Yes | Positive feedback shared with the team. Thank you for your support; we welcome new patients.  | 15.10.24 |
| 76 | No need for change | Yes | Positive feedback shared with the team. | 15.10.24 |
| 77 | I wouldn’t change anything | Yes | Positive feedback shared with the team. | 15.10.24 |
| 78 | Nothing | Yes | N/A | 15.10.24 |
| 79 | Nothing. It was excellent | Yes | Positive feedback shared with the team. | 15.10.24 |
| 80 | Nothing | Yes | N/A | 15.10.24 |
| 81 | None all was and went well | Yes | Positive feedback shared with the team. | 15.10.24 |
| 82 | Don't need to make any change | Yes | Positive feedback shared with the team. | 15.10.24 |
| 83 | I was completely satisfied and grateful | Yes | Positive feedback shared with the team. | 15.10.24 |
| 84 | It would be much appreciated if appointments was made more available and not having to wait 2 weeks or more | Yes | Thank you for your feedback, if you have an urgent medical need we have a duty doctor each day; once we reach our safe capacity, we would re-direct our patients to 111.  | 16.10.24 |
| 86 | Everything was great | Yes | Positive feedback shared with the team. | 15.10.24 |
| 87 | Absolutely nothing | Yes | Positive feedback shared with the team. | 15.10.24 |
| 88 | All is good | Yes | Positive feedback shared with the team. | 15.10.24 |
| 89 | Nothing | Yes | Positive feedback shared with the team. | 15.10.24 |
| 90 | Reception are very helpful and adhere to find the right appropriate appointment and all the doctors and practitioners are very explanatory, professional and friendly | Yes | Positive feedback shared with the team. | 15.10.24 |
| 92 | Have the Dr more approachable and easier too talk to | Yes | Thank you for your feedback, it is difficult to comment with additional information, please feel free to contact the practice to discuss in more detail. | 16.10.24 |
| 93 | I have raised this issue before regarding parking. There is only one disable bay and every time I visit the same cars without a disable badge areo parked there. It's either a long term patient or member of staff denying people who need the parking space. No matter who it is the surgery responsibility to enforce this. I had to park at the bottom of the road. | Yes  | Thank you for your comments, I am sorry to hear this. We will do our best to manage this as a team.If this happens again please do inform us at the time.  | 15.10.24 |
| 94 | Nothing really | Yes | Positive feedback shared with the team. | 15.10.24 |
| 95 | Very happy with the treatment | Yes | Positive feedback shared with the team. | 15.10.24 |
| 96 | Ask parents to ask their young kids to behave or go into the play area. Not smash kn the fish tank doors etc | Yes | Thank you for your comments, if this kind of behaviour is noticed by our team, it would be addressed.  | 16.10.24 |
| 97 | Can't think of anything I would improve | Yes | Positive feedback shared with the team. | 15.10.24 |
| 98 | Nothing at all. The Dr was very thorough and took time to listen. I later received a phone call from Doctor to day she had been reviewing my history and as a result changed the medication she had originally prescribed prior to me collecting from chemist. | Yes | Positive feedback shared with the team. | 16.10.24 |
| 99 | Make it easy for people working to get appointments | Yes | Thank you for your comments, our routine appointments can be booked at anytime throughout the day.  | 16.10.24 |
| 100 | Booking an appointment could be improved | Yes | Thank you for your feedback; we continuously review our systems for the most efficient ways of working with the resources we have.  | 16.10.24 |
| 101 | On this occasion I would not change anything | Yes | Positive feedback shared with the team. | 15.10.24 |
| 102 | More space on the examination table | Yes | Thank you for your comments, examination tables are a standard size. | 16.10.24 |
| 103 | The doctor was very nice, pleasant and knowledgeable and helped me with what I needed. Ensure all hand gel devices are able to dispense. The one near the check-in computer screen was completely empty. This wasn’t the first time I have experienced this. I’m sure it’s used a lot, so maybe have two or install a larger one? Also, the toilet was unpleasant to use, it didn’t look clean and shiny, seemed stuffy and the toilet seat looked unhinged. I chose not to use the toilet and left cross legged. After looking at the toilet and upon exiting was when I went to use the hand gel near the computer, only to find it empty. I used the one at the exit door. | Yes | Thank you for your comments. We have been made aware of the issues with the hand dispensers and believe the gel has been too thick to dispense. Plans are in place to rectify. Refilling is included in our daily cleaning schedule.Please inform the admin team if there is an issue with the toilets – we will look at the hinge. | 16.10.24 |
| 104 | Nothing | Yes | N/A | 15.10.24 |
| 105 | No changes seeded | Yes | N/A | 15.10.24 |
| 107 | Nothing | Yes | N/A | 15.10.24 |
| 108 | Nothing Sister Shepherd is brilliant | Yes | Positive feedback shared with the team. | 15.10.24 |
| 109 | My initial consultation was with a junior doctor who was extremely good in both listening to me re my symptoms and examining me. Subsequently she spoke to a practice doctor who then together spoke to me re a care plan. Overall I was satisfied with the end result. If resources allowed I felt that a joint consultation from the start would have been more reassuring. However I was more than satisfied with the process of getting the appointment and the consultation itself. | Yes | Thank you for your comments and supporting us to be a training practice. Having a joint consultation would significantly reduce the number of appointments we can offer each day and unfortunately is not an option.  | 16.10.24 |
| 110 | Completely satisfied with the care given | Yes | Positive feedback shared with the team. | 15.10.24 |
| 111 | Nothing. | Yes | N/A | 15.10.24 |
| 112 | Nothing the Dr was excellent who offered the time in order to listen without pushing to conclude the consultation | Yes | Positive feedback shared with the team. | 15.10.24 |
| 114 | Wouldn't change anything. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 115 | A longer appointment | Yes | Thank you for your comments, if this is regarding time limitations we do offer double appointment slots for multiple issues. | 16.10.24 |
| 123 | My care was very good | Yes | Positive feedback shared with the team. | 15.10.24 |
| 124 | I was fully satisfied with my latest visit to the surgery The doctor was great with explaining everything to me and talking me through every movement. Thankyou | Yes | Positive feedback shared with the team. | 15.10.24 |
| 125 | Nothing ….Dr Brown is respectful kind and always thoroughly explains all that I need to know regarding my health . He’s ‘s a ‘top doc’ 😃👍🏼 | Yes | Positive feedback shared with the team. | 15.10.24 |
| 127 | Nothing right now. Visiting the nurse is always a pleasure | Yes | Positive feedback shared with the team. | 15.10.24 |
| 128 | Very good all round | Yes | Positive feedback shared with the team. | 15.10.24 |
| 129 | Can't think of anything at this moment. | Yes | Positive feedback shared with the team. | 15.10.24 |
| 130 | It was excellent care. The only small thing I would say is that audio version of the room alert cuts off too soon - only part of the info is shared and some of the antibacterial gel dispensers were empty. | Yes | Thank you for your comments, we take on board your feedback. | 16.10.24 |
| 131 | Nothing | Yes | N/A | 15.10.24 |
| 132 | No change was really good | Yes | Positive feedback shared with the team. | 15.10.24 |