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

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

|  |
| --- |
| November 2024 |
|  162 Responses |
|  1844 appointments |
|  % 9% Response Rate |
| 92 Verbose Responses |

Verbose Responses

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Comment | Comment can be public | Action | Date completed |
| 2 | Nothing | Yes | N/A | 10.12.24 |
| 3 | Possibly an automatic follow up telephone appointment a week afterwards to check in on symptoms and test results by the Doctor. | Yes | Thank you for your comments, we encourage our patients to be actively involved with their health. Test results and GP comments are available to view from the NHS App. Sadly we do not have the resources to contact all patients who has had an investigation. | 11.12.24 |
| 5 | Well treated and everything explained, no improvements possible | Yes | Positive feedback shared with the team. | 10.12.24 |
| 6 | Nothing | Yes | N/A | 10.12.24 |
| 7 | No issues | Yes | Positive feedback shared with the team. | 10.12.24 |
| 8 | B12 appointments on line. Usually shows between 1and3 appointments 3to 4 days in advance and when you call in there's never any appointments available within 6 weeks. I usually end up having my B12 every 13 weeks | Yes | Thank you for your comments; I would be keen to identify which App is being used. I have tested the online availability on our clinical system and can currently see 16 appointments scheduled between 14.1.25-30.1.25 for B12. I would be happy to engage with you further regarding this as we proactively increased the number of online B12 slots and I wonder if we have a technical issue. Many thanks. | 11.12.24 |
| 9 | Nothing every thing was good. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 10 | Always very good. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 13 | No change required | Yes | Positive feedback shared with the team. | 10.12.24 |
| 15 | Better appointment access | Yes | Thank you for your comments; we continuously review our systems to meet the needs of our patients with the resources that we have.  | 11.12.24 |
| 16 | Nothing | Yes | N/A | 10.12.24 |
| 17 | I couldn't | Yes | Unable to comment as incomplete feedback. | 10.12.24 |
| 19 | Everything was good | Yes | Positive feedback shared with the team. | 10.12.24 |
| 20 | felt listened too and validated for my concerns. Dr Marsden took my concerns seriously and listened. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 22 | Nothing at all | Yes | Positive feedback shared with the team. | 10.12.24 |
| 23 | Happy as it i | Yes | Unable to comment due to incomplete feedback received. | 10.12.24 |
| 24 | Not applicable | Yes | N/A | 10.12.24 |
| 26 | To get a appointment easier and faster but the care I got from the doctor was amazing | Yes | Thank you for your comments. We feel we meet our patient demand well and offer a range of appointments.  | 11.12.24 |
| 27 | Everything was fine | Yes | Positive feedback shared with the team. | 10.12.24 |
| 29 | Noththing | Yes | N/A | 10.12.24 |
| 30 | The GP I saw was quite rude, condescending and lacked empathy. This is the first time I have had a bad experience with Regent House and it was with a GP I have never seen before, I can only assume she is new. | Yes | If you would like to discuss this further, please contact the practice. | 11.12.24 |
| 31 | Nothing all was good thanks | Yes | Positive feedback shared with the team. | 10.12.24 |
| 32 | There is nothing I just want to say dr Richardson is amazing,really has time for me .Very understanding and allways amazing at her job and needs recognition for this.Thankyou so much . | Yes | Positive feedback shared with the team. | 10.12.24 |
| 34 | I don't think anything needs changing you all do a super job. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 35 | Nothing | Yes | N/A | 10.12.24 |
| 36 | Blood test at same appointment | Yes | Thank you for your comments, we have a specific phlebotomy clinic for this procedure to support us maximising our resources.  | 11.12.24 |
| 37 | Seen on time. Not overcrowded, good experience. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 38 | I was very satisfied with the treatment that I received. The doctor was very helpful and pleasant , and the treatment was excellent. Thank you. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 39 | Nothing. My appointment was on time and Jo was very kind and compassionate. She made me feel much better about my ECG and is a credit to rhe surgery. Thank you, Jo! | Yes | Positive feedback shared with the team. | 10.12.24 |
| 41 | Easier to get to see a dr sooner | Yes | Thank you for your comments. We feel we meet our patient demand well and offer a range of appointments. | 11.12.24 |
| 42 | Just for the phone's to be answered more quickly, you can be on hold for 20 minutes & still not get an appointment.ps all staff are very attentive & polite, the treatment from physio s, practice nurses & doctors is very good, thank you to you all.👍 | Yes | Thank you for your comments, we understand this can be the case. We have certain peak times when high volumes of calls are received. We encourage patients to only ring at 8am for a same day or urgent appointment. All other enquiries can be handled throughout the day. We will continue to do our best with our response time.  | 11.12.24 |
| 43 | More consideration for people who work regarding after work appointments. | Yes | Thank you for your comments, routine/pre-bookable appointments can be made in advance that may be around your working hours. We appreciate it can be difficult and do offer a limited number of weekend appointments with both a GP and a nurse. | 11.12.24 |
| 46 | Maybe more in-depth checks ie checking breathing flow and oxygen levels etc as part of the asthma review | Yes | Thank you for your comments, our clinical team would check oxygen levels if other observations are being taken or if a patient is poorly controlled. Peak flow measurements again would be done if a patient is poorly controlled, this would be on a prescribed individual peakflow monitor. | 11.12.24 |
| 47 | I would change nothing. My treatment was 100% good. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 49 | Nothing! Dr Brown was wonderful with us. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 50 | Nothing | Yes | N/A | 10.12.24 |
| 51 | There is nothing as the care I recieve is amazing we have the best drs and dr brennan was fantastic Thanks so much for everything.We are very lucky to have such a good practice Thankyou | Yes | Positive feedback shared with the team. | 10.12.24 |
| 52 | To have a genuine doctor ..and listen with an open mind and not see as another problem. And as human being who as always been a tax payer who never goes to hospital and never visits doctors. Unless really feels the need for help. Seems the drunks and drug users get help before those who put into the system all there life. | Yes | Your feedback has been received. We treat all of our patients with dignity and respect. Please contact the practice if you would like to discuss this further. | 11.12.24 |
| 53 | Everything was good. Dr. Maryam was excellent. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 55 | Nothing | Yes | N/A | 10.12.24 |
| 56 | Easier appointment booking | Yes | Thank you for your comments, we welcome constructive feedback, please do elaborate and we will consider any suggestions.  | 11.12.24 |
| 57 | N/a | Yes | N/A | 10.12.24 |
| 59 | I was happy with the whole experience | Yes | Positive feedback shared with the team. | 10.12.24 |
| 62 | My experience was very good, nothing to change | Yes | Positive feedback shared with the team. | 10.12.24 |
| 64 | Nothing its already good | Yes | Positive feedback shared with the team. | 10.12.24 |
| 65 | Absolutely nothing | Yes | Positive feedback shared with the team. | 10.12.24 |
| 66 | Quite happy has things are | Yes | Positive feedback shared with the team. | 10.12.24 |
| 67 | Nothing | Yes | N/A | 10.12.24 |
| 68 | Nothing,seen on time,got the prescription I needed.very efficient,thanks | Yes | Positive feedback shared with the team. | 10.12.24 |
| 70 | Only thing I would say is considering km nearly 60 I never get sent for routine check ups | Yes | Thank you for your comments, please contact the practice, you may be entitled to a free NHS health check. | 11.12.24 |
| 72 | Very good experience | Yes | Positive feedback shared with the team. | 10.12.24 |
| 74 | Nothing | Yes | N/A | 10.12.24 |
| 75 | Nothing, it was good from start to finish. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 77 | Nothing as it works well just as it is! | Yes | Positive feedback shared with the team. | 10.12.24 |
| 78 | More appointments face to face available. | Yes | Thank you for your comments, appointments can be changed from telephone consultations to face to face if preferred.  | 11.12.24 |
| 79 | Nothing at the moment | Yes | Positive feedback shared with the team. | 10.12.24 |
| 80 | I don’t think I could really | Yes | Positive feedback shared with the team. | 10.12.24 |
| 81 | Couldn’t be better, appointment was approximately on time . | Yes | Positive feedback shared with the team. | 10.12.24 |
| 82 | Nothing needed changing. | Yes | Positive feedback shared with the team. | 10.12.24 |
| 84 | I happy with treatment I get | Yes | Positive feedback shared with the team. | 10.12.24 |
| 86 | No need to change. I was treated with care and sensitivity | Yes | Positive feedback shared with the team. | 10.12.24 |
| 88 | Yes, change the scales, it reckons I put weight on, lol ! | Yes | N/A | N/A |
| 89 | Nothng | Yes | N/A | 10.12.24 |
| 92 | The gp was very good | Yes | Positive feedback shared with the team. | 10.12.24 |