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

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| --- | --- | --- |
| **Very good/good experience** **(%)****(****%)** | **Neither good nor poor experience** **(%)** | **Poor/very poor experience** **(%)** |
| **94** | **3** | **3** |

|  |
| --- |
| December 2024 |
| 162 Responses |
|  1866 appointments |
|  % 9% Response Rate |
| 102 Verbose Responses |

Verbose Responses

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Comment | Comment can be public | Action | Date completed |
| 2 | Great visit | Yes | Positive feedback shared with the team | 10.1.25 |
| 3 | Won't change anything | Yes | Positive feedback shared with the team | 10.1.25 |
| 4 | Nothing all OK.u | Yes | Positive feedback shared with the team | 10.1.25 |
| 6 | No changes needed, you can't improve on perfection | Yes | Positive feedback shared with the team | 10.1.25 |
| 7 | More appointment availability | Yes | Thank you for your comments, we frequently monitor our availability in line with our patient list size. We feel we meet our demand well and at times we are underutilised.  | 10.1.25 |
| 8 | None | Yes | N/A | 10.1.25 |
| 9 | No issue very happy  | Yes | Positive feedback shared with the team | 10.1.25 |
| 11 | So far, so good. Thanks. | Yes | Positive feedback shared with the team | 10.1.25 |
| 14 | Service from initial call was quick , efficient & professional & I was seen by different professionals within 48hrs. Could not be better | Yes | Positive feedback shared with the team | 10.1.25 |
| 15 | Nothing | Yes | N/A | 10.1.25 |
| 16 | Nothing | Yes | N/A | 10.1.25 |
| 19 | No problem! On the other hand, a couple of thousand pounds sterling would not go amiss. | Yes | Positive feedback shared with the team | 10.1.25 |
| 20 | Nothing | Yes | N/A | 10.1.25 |
| 21 | Wouldn't change anything treatment was first class. | Yes | Positive feedback shared with the team | 10.1.25 |
| 22 | Nothing. I am always well received, everyone ensures I understand the visit. I always leave satisfied with my visit.Thank you. | Yes | Positive feedback shared with the team | 10.1.25 |
| 24 | Nothing | Yes | N/A | 10.1.25 |
| 25 | Easier to get an appointment | Yes | Thank you for your comments, our appointments are available via the NHS APP or by contacting the practice. | 10.1.25 |
| 26 | More availability for blood tests, GP requested bloods but appointment not available for 3 weeks. Also GP wants to see me 1 week after bloods but no pre bookable appointments are able to booked | Yes | Thank you for your comments, blood tests are also available locally at Collinson Avenue 01772 520230. If a GP advises the blood test is urgent you can also attend the hospital. I will further review the system regarding follow up appointments. We do have allocated provision if a GP advises a f.u our team should have capacity to do so.  | 10.1.25 |
| 29 | I have always had good service ! It would be good to know that you could always see the same dr . I have recently so that’s good. ! Excellent practice - lovely helpful staff | Yes | Thank you for your positive feedback. Seeing the same GP depends on availability/working days but we encourage you to request this if you require an appointment; the team will advise.  | 10.1.25 |
| 30 | Better pain relief | Yes | Comments noted. If you require a medication review, please contact the practice. | 10.1.25 |
| 31 | The wrong appointment was booked by reception on the first attempt, then came to the surgery for the new appointment only to be advised by the doctor that the wrong appointment had been booked again! Re train the receptionists! | Yes | I am sorry to hear you have had a frustrating encounter with us. We regularly engage in team training. If you wish to discuss this further, please contact the practice. | 10.1.25 |
| 32 | More appointments | Yes | Thank you for your comments, we frequently monitor our availability in line with our patient list size. We feel we meet our demand well and at times we are underutilised. | 10.1.25 |
| 34 | There is nothing I would change | Yes | N/A | 10.1.25 |
| 36 | Parking difficult at times otherwise all good . | Yes | Thank you for your comments, we appreciate there are peak times and certain days when our car park is full, unfortunately there is no solution but thankfully there is nearby pay and display parking too. | 10.1.25 |
| 37 | Nothing at all. As usual, great professional, efficient and patient care. | Yes | Positive feedback shared with the team | 10.1.25 |
| 38 | To try and resolve or manage the issue not just say that's the situation and we can't really do anything to help so try to live with it best you can. | Yes | Your comments have been received; it is difficult to further respond without additional information. If you feel you require an appointment with a clinician or you wish to discuss this further with management, please contact the practice.  | 10.1.25 |
| 39 | Excellent care | Yes | Positive feedback shared with the team | 10.1.25 |
| 40 | My care at this surgery has been excellent. My only improvement would to make a way of the surgery to be available to visitors family members. An example is, I'm married and myself and my spouse live in two separate location during the week. My surgery is regent house, but my wife's is in Haslingden. There has been times when my wife has stayed with me and taken ill. But has been unable to get any medical attention unless she went to hospital, for something that could be at a doctors surgery. A casual patient service could benefit the NHS and save time and money. | Yes | Thank you for your comments. We do consult patients on a temporary residence basis from out of our area. In this instance the patient would be required to complete a temporary resident form; this is to ensure the permanent registration status remains the appropriate GP practice.  | 10.1.25 |
| 41 | Nothing | Yes | N/A | 10.1.25 |
| 42 | Nothing at all. | Yes | N/A | 10.1.25 |
| 43 | Nothing | Yes | N/A | 10.1.25 |
| 44 | Nothing,as usual great service and answered all my questions. | Yes | Positive feedback shared with the team | 10.1.25 |
| 45 | All good l | Yes | Positive feedback shared with the team | 10.1.25 |
| 46 | Listen to the patient rather than the guidelines .. I was told what I had was viral and could last up to three weeks I very rarely get sick but when I do I’d like for my doctor to prescribe me than bin me off.. | Yes | Your comments have been reviewed, please understand our clinicians adhere to guidelines to ensure the best outcomes for our patients and safe practice. Antibiotics do not work for viruses; you may be aware from the media there is a global issue of antibiotic resistance. If your symptoms persist past the time advised by the clinician, please do follow this back up with the practice.  | 10.1.25 |
| 47 | If F2F appointments are made available via the App, then nothing else to add. Excellent service | Yes | Thank you for your comments; our appointments are released on the App. If you are unable to view any appointments please contact the practice, we recommend using the NHS App. | 10.1.25 |
| 48 | No good service | Yes | Positive feedback shared with the team | 10.1.25 |
| 49 | For me all is OK wouldn't change a thing. | Yes | Positive feedback shared with the team | 10.1.25 |
| 50 | Practice nurse very friendly and efficient. Receptionists are very helpful but can be slightly patronising and condescending at times | Yes | Thank you for your comments, we continuously discuss and review our customer service skills. | 10.1.25 |
| 52 | All was good. Good reminders of the appointment. Able to be seen on the time of the appointment. All staff were kind and helpful. | Yes | Positive feedback shared with the team | 10.1.25 |
| 54 | Nothing | Yes | N/A | 10.1.25 |
| 55 | As always, entirely satisfied | Yes | Positive feedback shared with the team | 10.1.25 |
| 56 | You do not take your deaf patients into consideration when Doctors are wearing masks. Dr Marsden was very good and lowered her face mask so that I could lipread. Why do the nhs not supply face masks that allow patients to view lips? | Yes | Thank you for your comments, we will discuss this further in house. | 10.1.25 |
| 57 | Wider availability of appointment times so I don't have to lose pay at work | Yes | Thank you for your comments, we do offer a limited number of GP appointments on a weekend (F2F) and telephone appointments weekday evenings. | 10.1.25 |
| 58 | Nothing | Yes | N/A | 10.1.25 |
| 59 | None | Yes | N/A | 10.1.25 |
| 60 | Nothing | Yes | N/A | 10.1.25 |
| 61 | Nothing | Yes | N/A | 10.1.25 |
| 62 | I wouldn't change anything | Yes | Positive feedback shared with the team | 10.1.25 |
| 63 | I wouldn't change anything | Yes | Positive feedback shared with the team | 10.1.25 |
| 64 | Difficult to think of any ways in which service could be improved | Yes | Positive feedback shared with the team | 10.1.25 |
| 65 | More extensive examination and questioning | Yes | Your comments have been reviewed; it is difficult to respond in any detail without additional information. If you wish to request a further appointment or to discuss this further, please contact the practice.  | 10.1.25 |
| 66 | Best surgery i been too Friendly helpfull ladies on reception Easy to get an appointment Excellent doctors and practise nurses | Yes | Positive feedback shared with the team | 10.1.25 |
| 67 | To see the same person | Yes | Thank you for your feedback, patients can request a specific clinician at the time of booking an appointment, we will try where possible with working days to accommodate. | 10.1.25 |
| 68 | Wouldn’t change anything the new lady doctor was lovely and and very helpful. | Yes | Positive feedback shared with the team | 10.1.25 |
| 69 | Nothing | Yes | N/A | 10.1.25 |
| 70 | I wouldn’t change a thing | Yes | Positive feedback shared with the team | 10.1.25 |
| 72 | Water in reception | Yes | Thank you for your comments, although we do not provide a water machine if you need a glass of water please do ask our team. | 10.1.25 |
| 75 | No Change needed | Yes | Positive feedback shared with the team | 10.1.25 |
| 76 | Nothing excellent | Yes | Positive feedback shared with the team | 10.1.25 |
| 77 | Nothing | Yes | N/A | 10.1.25 |
| 79 | Make the new check in place more visible | Yes | We take on board your comments and plan to action this in the coming weeks. | 10.1.25 |
| 80 | the booking in screen has been put in a place very difficult to get to ,I walk with a trolley and had to ask 2 people to let me pass and found the space to get through too narrow, would be better put facing your christmas tree on reception wall. | Yes  | Thank you for your comments, we will review the seating near the self-check in screen. We found the new place helped us to maximise our waiting room and prevented obstruction to our reception desk and clinical rooms.  | 10.1.25 |
| 84 | None | Yes | N/A | 10.1.25 |
| 85 | Nil | Yes | N/A | 10.1.25 |
| 86 | Train the receptionist to listen before deciding what action I need ....even after telling receptionist what the nurse wanted she still insisted on doing the opposite.... very uncooperative to the point of being confrontational..... | Yes | I am sorry to hear you have had a negative experience with us. If you would like to discuss this further, please contact the practice. | 10.1.25 |
| 87 | You need to re think the position of the check in screen or at least move the chairs from under the big screen | Yes | We take on board your comments and plan to further review this.  | 10.1.25 |
| 89 | Early appointment and nothing else. | Yes | Your comments have been received, although we do not offer earlier appointments than our core contract I hope our routine, pre-bookable appointments somewhat enable forward planning of times.  | 10.1.25 |
| 90 | More time for doctors as patient may have multiple issues/concerns.In the long run this may free up appointments for others as patient doesn't need to make further appointments to discuss other issues. | Yes | Thank you for your comments, we do offer double appointment slots for multiple issues. | 10.1.25 |
| 91 | I was completely happy with my care. | Yes | Positive feedback shared with the team | 10.1.25 |
| 92 | I would not change anything. | Yes | Positive feedback shared with the team | 10.1.25 |
| 94 | Cannot think of one!! | Yes | Positive feedback shared with the team | 10.1.25 |
| 97 | All OK for me. | Yes | Positive feedback shared with the team | 10.1.25 |
| 98 | Nothing | Yes | N/A | 10.1.25 |
| 99 | Nothing. Care was exceptional | Yes | Positive feedback shared with the team | 10.1.25 |
| 100 | Wouldn't change anything just keep it up. | Yes | Positive feedback shared with the team | 10.1.25 |
| 102 | Nothing once again Dr Richardson went above and beyond, she's an amazing GP and her compassion and care is outstanding  | Yes | Positive feedback shared with the team | 10.1.25 |