

Basildon Road Surgery
FFT REPORT MARCH 2025

Responses received: 127

Very Good = 88

Good = 21

Fair/Neither Good or Poor = 9

Poor = 8

Don't know = 0

Overall satisfaction = 86%

Fair/Neither good/poor = 8%

Overall dissatisfaction =6%

Timestamp	Overall, how was your experience of our service?	Please can you tell us why you gave your answer?	Please tell us about anything we could have done better.
01/03/2025 09:23	Very good	Sharon is brilliant... a very modern, knowledgeable Nurse ... fantastic. I pride myself in providing excellent Customer Service, but I can still learn from Sharon! ... she looks after patients on their level ...	Nothing ... surpassed my expectations and my concerns were listened to with respect and all my questions were answered ... Sharon is a great, modern Nurse ... thank you Sharon!
01/03/2025 09:33	Good	The service is very good and I do expect to wait awhile.	Absolutely nothing so far.
01/03/2025 12:12	Very good	Was seen on time and the Doctor all I asked for	All was good didn't see anything that needs improving
01/03/2025 12:13	Very good	Good service	All was good
01/03/2025 12:14	Very good	Was attended to on time, there wasn't any waiting for long	Everything was just fine
01/03/2025 14:28	Neither good nor poor	GP Doctor won't give me medical	No BSL deaf communities
01/03/2025 14:57	Very good	The Nurse who attended to me was very kind, helpful and professional. Her name is Sharon.	None.
01/03/2025 14:59	Very good	The Nurse who attended to me was very kind, helpful and professional.	None.
02/03/2025 09:31	Good	The doctor was professional, efficient and supportive.	Long wait on hold on the phone to book appointment.

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03/03/2025 17:41	Very good	Because I was attended to promptly and I was pleased with the service given to me.	I cannot think of any other thing.
04/03/2025 11:26	Very good		
04/03/2025 11:59	Very good		
04/03/2025 12:33	Very good	GOOD SERVICE	ALL WENT WELL
04/03/2025 12:59	Very good	Because she listened and gave advice	None
04/03/2025 14:21	Good	Got an answer for my issue	
05/03/2025 07:18	Good		
05/03/2025 07:39	Very good	I like service	All are good
05/03/2025 09:43	Very good	On time and lovely nurse	Nothing
05/03/2025 11:30	Very good		
05/03/2025 11:44	Very good	The Nurse who attended to me was very kind, helpful and professional. Her name was Sharon.	

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05/03/2025 12:44	Neither good nor poor	Despite me complaining about pain I have had for several years, even when 1 test shows it is not the condition we initially thought it was, no other tests or follow ups were offered. To date my pain has still not been addressed. Even with my known conditions no support or advice is given to help me manage my life better.	
05/03/2025 15:52	Very good	My mind was put at rest as I was anxious before I arrived	I had a 15 minute wait past my appointment time but I didn't really think this was that bad. My only gripe is when booking initially I had to wait 42 minutes before someone got to me and 15 minutes of that I was number 1 in the queue...
05/03/2025 16:21	Good	People there were good	Nothing

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05/03/2025 16:24	Very good	My appointment with the pharmacist (Duygu) was very refreshing, Throughout our meeting she was very engaging. and also did give me the chance to express my views. She gave me chance for me to any questions that where wasn't sure of any medication.. She was polite and respectful . I sincerely appreciate the service I got from her	She a fantastic service. I thank her very much
05/03/2025 19:13	Good	I was happy about how I was served	I don't know
05/03/2025 22:44	Poor	Dr Jo does not listen and the receptionists are rude!	Do your job properly

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06/03/2025 14:02	Poor	<p>I booked in for my appointment. The receptionist said can I help. I replied I have an appointment. Take a seat Phillip I was told. Before, I had a chance to reply, the receptionist had her head down and the phone in her hand. I wanted to discuss my medication. But once again, I was denied the opportunity. I was informed that I was being called in for my dementia review, that I have had many times previously with Dr Chand. I was summoned to a room by a stranger who went by the name of Samuel. I enquired, are you a doctor? He replied no I come here every Wednesday. He then started to ask me very personal question First question do you wet the bed? Second question: Do you cook for yourself? Can you see, can you hear me OK? Take your shoes off and get on the scale? He just wanted to see if I could tie my shoe laces. At the risk of me getting a nasty verruca. This was not a dementia review? It was a tick box form for the DWP. I was called in under false pretences and forced to share? Very personal information, with</p>
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a stranger! I had a list of bullet points, that I wanted to talk over, with my G.P He looked at my list and then said phone the surgery. I am once again upset with the way, that I have been treated. Once again, my doctor never got to hear, what I wanted to say at reception Mr Phillip Homes.

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06/03/2025 14:06	Fair		Be honest with me and listen to me. Instead of dismissing me like a non entity.
06/03/2025 15:48	Very good	<p>I had a diabetic review with nurse Aderonke Olusesi..</p> <p>She very polite and she did all the process regarding the review ie checking my blood pressure, checking my legs,toes to ascertain if my blood circulation was in order. In all these she was engaging with me with various questions I believe to ascertain if I am aware of what to do in case I any crisis regarding my condition; which I thought was fantastic.</p> <p>Well done for all these.</p> <p>I was very pleased .</p> <p>I discussed with me regarding any concerns that have</p>	What she did was perfect. I thank Abbeyslade Surgery for their service.
06/03/2025 16:01	Very good	Really efficient, caring physician, was incredibly kind to my mother with dementia	Nothing

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06/03/2025 18:10	Fair	The moment i got called up in the nurse room, she immediately told me, i don't normally do medication review but i will try my best! Being the patient i didn't find it re assuring, i didn't feel at ease at all. I feel it's a waste of her and my time, sorry, i don't mean to be rude or unfair.	I'm hoping to be seen by someone who really knew what she/he's doing, it will give me confidence and peace of mind
06/03/2025 19:12	Very good	I got attended to same day and effectively.	Kept to time.
07/03/2025 07:17	Very good		
08/03/2025 08:49	Very good	Seen promptly and blood test results received quickly	
08/03/2025 09:34	Neither good nor poor	There's no time for patients to discuss the health concerns its all rushed	I feel that there's not much time given no more when attending the surgery time is very limited and not much time for patients and if there's any concerns regards to your health it's dismissed to the say book an appointment which the is another 2 to 3 wks wait or it's passed on to someone in the NHS
08/03/2025 11:28	Very good	Because she was very helpfull	
09/03/2025 13:22	Good		
09/03/2025 13:25	Good		

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09/03/2025 15:38	Very good	I was given immediate further appointments potentially getting to the bottom of an undiagnosed condition that could be the root cause having been undiagnosed for 48 years - that could be the causes of all other health issues creating severe pain, disability and mobile issues	Diagnosed me earlier- it was myself who got the diagnosis from an emergency hospital at A&E that I took myself to at Kings Hospital overnight
10/03/2025 15:00	Good	The Doctor is going to let me try a medication to see if will help me	Nothing
10/03/2025 22:03	Very good	Because Basildon clinic is efficient	Nothing
11/03/2025 09:48	Neither good nor poor	I have booked my appointment for today . After I got msz from surgery because of error my appointment has been cancelled. Try to book again they said all appointment gone now for an emergency 😊	Nil
11/03/2025 10:40	Very good		
11/03/2025 12:37	Very good	I was seen on time and had a very helpful chat with the Doctor.	
11/03/2025 13:21	Very good	My treatment was very good from the staff	

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11/03/2025 14:24	Very good	Very helpful at reception desk and given telephone appointment for same day. As always Doctor very kind and helpfu	No everything perfect
11/03/2025 19:04	Good	Got the call back as agreed and in the time stated.	I was 1st in the call queue and then I got disconnected. I rejoined at 6th and same again got disconnected then rejoined at 8th, but by the 3rd time I was offered the option of a queue hold. This would have been helpful 1st time, also very frustrating when it cuts you off and you have to wait longer
12/03/2025 08:09	Very good	Got seen quickly	Open a bit earlier
12/03/2025 08:15	Very good	Very helpful and kind at reception. Given telephone appointment for same day.Doctor kind as always and helpful.	No everything perfect
12/03/2025 09:50	Very good	I saw the nurse Sharron who was very kind and helpful with any questions I had.	Nothing. All was perfect
13/03/2025 08:56	Very good	Why I gave that answer because I did not wait that long	When you phone some time you have to wait a Long time for someone to answer the phones
13/03/2025 09:13	Very good	Because we are satisfied with the service of our GP.	I guess everything fine

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13/03/2025 10:34	Very good	Just good	No
13/03/2025 13:45	Very good	Because I was attended to promptly and I was satisfied with their explanation.	Nothing I could think of.
13/03/2025 17:36	Very good	Great nurse and easy to get an appointment when needed	Let me know before I needed another prescription that I would need to come in for a review. This way I wouldn't have to contact 111 for an emergency pill pack
13/03/2025 18:58	Very good	My appointment was with Dr Joyti was about the result of recent blood tests that I took. Dr Joyti was polite and patiently discussed with me the outcome and implications. She advised about the way forward and what I need to reduce the risks which I did appreciate very much.	None
13/03/2025 20:57	Very good	Very smooth service, less waiting time and GP was very helpful and keen to resolve issues my son is facing.	Nothing
14/03/2025 13:28	Very good	Dr Chand is always patient, cheerful, helpful and thorough	Cut telephone waiting time.

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14/03/2025 17:43	Very good	Friendly approach, also from the doctor	No complaint
14/03/2025 17:45	Very good	Good job	Not at present.
14/03/2025 18:26	Very good	Very helpful	There isn't anything
15/03/2025 14:54	Very good	I found Dr J Chand to be very professional and polite. I also found her to be attentive and caring. I am fortunate to have her as my G.P. Thank you!	I wouldn't expect anything better. I was totally happy with my GP.
15/03/2025 16:05	Very good	Dr chand ,she is very professional ,friendly and caring. She definitely has the WOW factor.	Everything was perfect,I cannot ask for more as she knows her job in full details.
17/03/2025 22:45	Poor	GP Doctor Asian woman not nice person and very rude can't give me medical certificate paperwork I need proof I'm deaf and diabetic proof tell truth it	Not good GP doctor
18/03/2025 12:38	Very good		
18/03/2025 18:35	Very good	Excellent service thank you all your doing a great job regards Norman	It's not for me too say
19/03/2025 10:05	Very good	Because my GP is smart and helpful	A clearer idea of when to expect the call
19/03/2025 12:02	Good		

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19/03/2025 12:20	Very good		
19/03/2025 13:16	Very good	First and foremost, I was reminded of the date of my appointment. Furthermore I was attended to promptly.	I cannot think of anything else for now.
19/03/2025 13:49	Very good	Nurse Sharon is amazing and always makes me feel heard and provides great care	
19/03/2025 14:52	Good	The phone call I received was not very clear - seemed to be some interference - but I think I just about understood	Maybe phone patients from a landline? Probably much clearer to hear everything...
19/03/2025 14:53	Very good		
19/03/2025 16:36	Very good		
19/03/2025 19:00	Very good		
19/03/2025 22:50	Very good	Happy with the service I receive	Doing good 🍷!
20/03/2025 09:39	Very good	Doctor and receptionist both very helpful.	Nothing further to suggest.
20/03/2025 10:53	Very good	Serviceswerr verywell	
20/03/2025 12:03	Poor	Very condescending gp. Not helpful	
20/03/2025 12:04	Very good	Was happy with just appointment and outcome today, Dr Jo listened and took her time, I did not feel rushed.	

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20/03/2025 13:20	Very good	Goodcservice	Blood pressure machine working x
20/03/2025 15:07	Very good	I didn't waste time	Am ok
20/03/2025 15:20	Neither good nor poor	Can't say more	Waiting time on phone and impersonal needs improvement
20/03/2025 16:30	Very good	Because i gor a appoint.ment over the phone so disnt have to take time of work	Nothing you was great
20/03/2025 17:01	Poor	I have no faith in person I saw	Already complained I don't want to see this woman has she is rude
20/03/2025 20:11	Very good	No wait time, receptionist was very friendly, nurse was amazing and took her time. I didn't feel rushed	I would have liked to have had my blood work drawn on site instead of having to go to another location.
21/03/2025 11:40	Very good	It was up to my satisfaction	None
21/03/2025 11:53	Good		
21/03/2025 12:00	Neither good nor poor	Only 1 Doctor available	Please hire more doctors
21/03/2025 15:41	Very good	I happy about service.	
22/03/2025 08:26	Very good	Because it was	It's OK as it is
22/03/2025 09:36	Neither good nor poor		

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22/03/2025 09:49	Very good	All the staff are very polite, they do every thing they can to deal with the patients query, I suffer from anxiety but always feel at ease when in the surgery. A brilliant bunch of girls.	I have no complaints regarding Basildon Rd surgery.
22/03/2025 10:31	Very good	Doctor listened to me	N/A
22/03/2025 10:34	Very good		
22/03/2025 12:24	Very good	Lovely doctor and seen on time	
22/03/2025 12:37	Very good	I was called in on time. Starting with the reception she was polite. My GP was also polite and welcomend me well, which gave me the courage to ventilate my problems with out fear. She explained my issures clearly to my understanding.	Continue as you did for me to other patients

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22/03/2025 14:26	Poor	The nurse had me on speaker phone and I could hardly hear what she was saying and was constantly having to ask her to repeat herself, I also felt like she wasn't really listening to what I was saying as, when repeating back what I said she had it completely wrong and would ask me questions that I had already told her the answers too. Overall not a good experience and felt like I came away with nothing from the call.	Actually hold the phone up to your ear or get a head set and stop using speaker phones as it's obviously not a good enough system.
22/03/2025 20:42	Good	I didn't waste too much time	Nothing
23/03/2025 14:44	Very good	Doctor listens and gives confidence in her assessment. Good attitude.	Had to wait two weeks for appointment, a bit quicker would be good
23/03/2025 15:46	Very good	Because the service is very good. Health wise. And the receptionists are very friendly.	Make appointment soon
23/03/2025 17:48	Very good	Because quality service	
24/03/2025 18:36	Very good	Seen on time and questions answered by doctor	Nothing

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25/03/2025 11:46	Very good	The Doctor listen very well and respond to my pain by telling me what to do	Nothing for now
25/03/2025 13:04	Good	The staff are courteous and the medical staff are prompt and professional	
25/03/2025 17:01	Good	Received the answers to my questions	N/a
26/03/2025 09:59	Very good	Seen on time, very efficient and friendly	N/A
26/03/2025 10:00	Very good	The service i received was very good 👍	Nothing it's ok as it is
26/03/2025 10:59	Very good	It was good and quick The nurse was nice	Good enough
26/03/2025 11:41	Good	Did not have to wait too long.friendly and informed nurse	I was satisfied
26/03/2025 11:59	Good	Everyone was cheerful and helpful	
26/03/2025 12:14	Poor	I was in extreme pain during my smear test and the nurse Mrs Aderonke Olusesi just didn't care. She tried twice and I started bleeding.Very unprofessional! Never again!	Smear test should be done from a doctor, not from a nurse!
26/03/2025 12:29	Good		

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26/03/2025 16:17	Very good	Sharon is excellent in her job	None
26/03/2025 19:46	Very good	Because your service is very good	Quick appointment
27/03/2025 09:44	Poor	I have a complaint. I was in extreme pain during my smear test and I was uncomfortable the whole day after and bled a little. The nurse, Mrs. Aderonke Olusesi, was unable to take a sample the first time and during the second sample I bled. This has never happened to me before. Since the sample may not be valid because of the blood in it, she told me that I may have to repeat the test in 3 months. Very unprofessional! Vary bad axperience! Never again!	This test should be done from a doctor!
27/03/2025 10:34	Very good	I was satisfied with the staffs and they were very nice to us. Talked really well and made our day. Plus the nurse was an absolute gem. Thanks to her, we felt welcomed.	Nothing at the moment. Everything is good.
27/03/2025 14:11	Very good		
28/03/2025 12:54	Good	Got the X ray arranged	Yes, may be scan
29/03/2025 11:53	Very good	Professional team	Nothing

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29/03/2025 14:53	Very good	I know my body and my doctor lessons to my discretion, so things get done pretty quickly.	It's hasn't been that long since I've started using the app. But can't say at the moment.
29/03/2025 15:44	Very good	Efficient	Nothing
29/03/2025 16:16	Very good	Appointment was on time & the issue was dealt with promptly.	
29/03/2025 19:10	Very good	The staff are are friendly and experienced.	
30/03/2025 07:14	Very good	I was very pleased with assistance and treatment	
30/03/2025 15:34	Very good	Seen promptly, positive action.	Had to wait a fortnight for the appointment.
30/03/2025 17:52	Good	My appointment was on time, attended to, and the correct diagnosis was made.	Keep it up.