

**Basildon Road Surgery  
FFT REPORT JUNE 2025**

**Responses received: 80**

**Very Good = 58**

**Good = 10**

**Fair/Neither Good or Poor = 2**

**Poor = 10**

**Don't know = 0**

**Overall satisfaction = 86%**

**Fair/Neither good/poor =2%**

**Overall dissatisfaction =12%**

<b>Timestamp</b>	<b>Overall, how was your experience of our service?</b>	<b>Please can you tell us why you gave your answer?</b>	<b>Please tell us about anything we could have done better.</b>
03/06/2025 14:38	Very good		
02/06/2025 16:15	Very good	I was seen on time and dealt with very professionally. Thank you.	
03/06/2025 15:36	Very good	The admin staff were quite supportive and overall the doctor was really good when listening to problem	
03/06/2025 16:11	Very good	I couldn't attend my appointment, and when I tried to call and cancel, it took too long. However, I called them the next day and was able to book another appointment.	Reducing waiting time
04/06/2025 10:36	Very good	As always seen straight away. Put at ease. Answered all my questions. Didn't feel injection.	No everything perfect

04/06/2025 12:17	Very good	Nurse was absolutely brilliant and lovely. Front reception very helpful as well	Waiting time on phone is still up for improvement. Saying that you have only one pair of hands at the reception was 3 to 4 in the past. Certain cost savings are noticeable and not always good
04/06/2025 12:25	Very good	Because she is treating well	Everything already fine
04/06/2025 12:52	Very good	I was well attended to	Everything is perfect
04/06/2025 16:34	Very good	Polite and courteous	
04/06/2025 19:19	Very good	When i get late sometimes for the appointment you have considered it	Till date there is nothing
04/06/2025 20:25	Very good	Flexible appointment change on the day - from f-2-f to telephone which was convenient for me.	
05/06/2025 10:40	Poor	Nurse was very rude the 1st time I visited for my new born baby boy she was giving Him 8 weeks immunisation vaccine she has no empathy and was so rude to me n my husband but I thought it's ok may be she had bad day but again I visited yesterday for 12 weeks immunisation her attitude was still same she wanted us to remember what she done last time n we put him in the but so rudely she said don't u remember from last it was so bad attitude she had	
05/06/2025 12:11	Good	Service offered was smooth	Continue the good work

05/06/2025 12:44	Good	Caring and attentive. Doctor listened to my concerns	
05/06/2025 16:27	Very good		
05/06/2025 17:56	Very good	My needs were met.	None
05/06/2025 21:04	Very good	The nurse completed assesment quickly, was lovely and chatty and friendly and gave advice on something.	
06/06/2025 11:22	Good	I got my appointment quickly within the week and saw the doctor who was quite thorough and they called me to check up on the appointment	Tbh just keep it up, my perception of the GP has got to do with the previous service it used to have
06/06/2025 20:12	Very good	I was well taken care of & had all my questions answered	N/a
07/06/2025 10:35	Very good	Whenever I phone or attend the surgery the ladies in reception are always very polite & attentive. They take as much time as is needed to resolve my issue. Lovely people.	Absolutely nothing. They're perfect as they are
07/06/2025 12:57	Poor	Because you called the wrong number and then I never heard back from the doctor! I had the phone appointment because you cancelled my daughter's face to face appointment! My daughter has shoulder pain and needs an X-ray.	Not cancel the original appointment and then call as arranged at least!
08/06/2025 20:38	Very good		
11/06/2025 09:02	Very good	They are fast and friendly	None that I think of
11/06/2025 12:07	Very good		

11/06/2025 15:18	Very good	Helpful and kind	None
11/06/2025 16:38	Very good	Just very good	
11/06/2025 18:15	Poor	Reception and nurse are not welcoming. The dont have respectful behaviour	They needs to change the attitude towards patient
12/06/2025 13:06	Very good	Compassionate and listened to me	N/a
12/06/2025 13:18	Poor	I have asked for in person appointment and was denied this option. Considering the ask was to listen to my lungs, i don't even know how this can be done on the phone. I also think it's impossible to have face to face appointment when needed (unless you at the first one on call at 8am, which never happens).	Have available doctors for face to face appointments. I have been to clinic multiple times and was denied access to that. It's either you call at 8, or you need to take telephone consultation. I have already raised a formal complaint and looking forward to your response. Highly disappointing service
12/06/2025 18:01	Poor	One nurse and one receptionist dont have good manner	
13/06/2025 10:14	Very good	Always professional, quick, reliable, very helpful in understanding my needs.	N/A
13/06/2025 14:11	Neither good nor poor	I asked the doctor if there was any medication or cream that I could take for my neck which was already swollen but had got a bit worse and when I asked for which medication that I could take, the doctor couldn't tell me or suggest what medication or like medicine to take and what cream I could use for the neck.	There was no xray done, so there could have been xray and scan done and more suggesting on what medication or medicine to take and also like creams to take.

14/06/2025 10:20	Very good	When I decide to book an appointment with doctor, receptionist gave me a date and time as an appointment. I received call from doctor on time. I think appointment via phone also good, we still can go for work.	Absolutely nothing.
14/06/2025 15:57	Very good	Very great service	
14/06/2025 15:57	Good		
14/06/2025 19:05	Very good	Good response from doctor and staffs	Quick appointment
15/06/2025 08:32	Very good	Very pleasant and helpful	Waiting times
17/06/2025 11:04	Very good	My doctor is very good behavior	Can provide medicine too
17/06/2025 12:27	Poor		
17/06/2025 13:12	Very good	I find your service is much better even before Covid19 time. NHS App is such a benefit for GP and patient. Your receptionist are very helpful. Keep it up.	I know this might be stretching your resources, but if your 2 weeks booking appointment schedule could be extended and managed over 3 weeks, that would put you in a sweet spot position.
17/06/2025 13:31	Very good		
17/06/2025 16:16	Very good	As always put at ease. Listened to and everything explained . All questions answered	No everything just right
17/06/2025 17:52	Poor	Telephone call appointments do not work.	Call on time.

17/06/2025 19:56	Very good	On time as scheduled, welcoming reception and consultation	Nothing I can think off.
18/06/2025 13:35	Poor	You never get what you ask for	
18/06/2025 14:57	Very good	Doctor very reassuring and kind	I think this surgery is very good, doctors nurses and receptionists all very kind and helpful Much better than any other surgery I have heard about
18/06/2025 15:22	Very good		
18/06/2025 21:17	Very good		
19/06/2025 11:30	Very good		None
19/06/2025 13:08	Good	I'm satisfied the service	Need two people in reception area
19/06/2025 20:55	Very good	Nurse listened to me, didn't rush me and was sympathetic.	Nothing
20/06/2025 10:40	Very good	Quick response and booking of face to face appointment	No
20/06/2025 11:35	Very good		
20/06/2025 14:43	Very good	This is our responsible to say truth	I have no idea
20/06/2025 20:19	Very good	Sarah at reception was exceptionally helpful to me when I had not received my medication after submitting a request 3 days prior. She ensured that the script was singed off and sent to my pharmacy the same day.	

20/06/2025 21:05	Poor	The ask was to check the lugs - not to give me a lecture of when I should go to a doctor.	Train your doctors better. Terrible, terrible service
22/06/2025 04:57	Very good		
22/06/2025 07:59	Very good	My call was answer faster and the advice was good	For me all is good
22/06/2025 13:20	Very good	Always listens and shares my options, helps me	Fans or cooling systems in the reception
22/06/2025 15:12	Good		Keep to appointment time
22/06/2025 18:23	Very good		Trying to get through on phone us long waiting times always
24/06/2025 18:20	Very good	Because they look after me in professional way.	
25/06/2025 10:59	Good	Satisfying	Patients satisfaction has to be kept in mind all the time.
25/06/2025 11:15	Very good		
25/06/2025 14:14	Good	Satisfied with the service provided	
26/06/2025 01:02	Good	A good service is what is expected	
26/06/2025 13:44	Very good	The service in this gp is very good	It's ok for the time being
26/06/2025 13:52	Very good	Got to see Gp very quick	Nothing everything was perfect
26/06/2025 20:17	Very good	Good doctor behave	On reception need simple english speaking staff
26/06/2025 22:43	Neither good nor poor	Not bad GP Doctor won't give me good service	Bad habit
27/06/2025 09:01	Very good		The doctor was very helpful

27/06/2025 09:30	Very good	All was well	None
27/06/2025 14:44	Poor	I was just 10mins late and I was told I can't see the doctor all because I was late and it's say in there policy I can be 10-15 minutes late and I see my doctor walking away in my face after have been sitting there for 30minutes	It's would have been better if u find a good doctor that have sympathy on there patients not the one that doesn't care about patients live
27/06/2025 15:09	Very good	As usual I was seen on time and the service was very good, I was told that I'd be referred for further investigation at Queen Elizabeth for a knee scan so they can figure out why my knee/leg is in constant pain. Thank you very much.	Not a thing all was good.
28/06/2025 09:26	Very good	The doctor was very helpfull	Nothing
28/06/2025 14:56	Very good	Mrs chand is always respectable and try's so hard to help with things. I'm very grateful to her and the surgery at large. Thanks for all your help!	No, there is nothing I can think of..
28/06/2025 15:29	Very good	Professional staff and very compassionate	
29/06/2025 06:10	Very good	Dr Chand was very efficient and helpful	
29/06/2025 13:03	Very good	On time,and time given to listen	