

**Basildon Road Surgery
FFT REPORT AUG 2025**

Responses received: 101

Very Good = 63

Good = 28

Fair/Neither Good or Poor = 6

Poor = 4

Don't know = 0

Overall satisfaction = 91%

Fair/Neither good/poor =6%

Overall dissatisfaction =4%

Don't know = 0%

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.
01/08/2025 14:33	Very good	Dr Irene was very patient and she listened to my concerns actively. She was compassionate and caring.	None. Good to see another kind female doctor at the surgery.
01/08/2025 19:38	Very good	The listened to me and was proactive	N/a
02/08/2025 10:31	Poor	The physiotherapy said, I was late for few minutes and he refused to attend to me with my disability of walking.	You need to consider the disability people with your time
02/08/2025 15:19	Very good	From reception to Dr Chand all treated you with curtesy, kindness and professionalism.	N/A

03/08/2025 08:28	Very good	Very good doctor	
04/08/2025 08:42	Very good	Dealt with my query quickly and clearly	Nothing
05/08/2025 12:32	Very good	Very professional	
05/08/2025 14:33	Good	I got an appointment the same day!	N/a
05/08/2025 15:04	Very good	Just very efficient	Nothing at all
05/08/2025 17:23	Very good	Didn't wait long and was happy with the appointment results.	
06/08/2025 08:57	Very good	On time nurse friendly and professional	All was excellent
06/08/2025 09:34	Very good	It was very quick and helpful	Nothing to add
06/08/2025 16:30	Very good	She was more the best I ever had.	
06/08/2025 16:30	Very good		
06/08/2025 17:02	Very good	The nurse was very friendly and helpful	Nothing she was amazing
07/08/2025 08:08	Very good	The care that you receive is excellent The Receptionists are always very helpful and kind Dr Chand is so caring, patient and kind	
07/08/2025 08:25	Good	On time and pleasant	Nothing
07/08/2025 08:57	Good	Got appointment easy and have next steps planned for tests	No, so far so good
07/08/2025 08:59	Very good	Really good with Sharon. Poor service on giving out information on my health	Give me the right information

07/08/2025 11:21	Very good	Quick courteous service and details explained well.	N/A
07/08/2025 11:33	Very good	Time was prompt, professionally observed	Nothing better
07/08/2025 14:58	Very good	Sympathetic, effectively dealt with the issue	Couldn't have done better
07/08/2025 18:39	Very good	The time was right and prompted	Nothing as far as I know
08/08/2025 07:32	Very good	It was very thorough and efficient.	
08/08/2025 10:42	Very good	Good customer care	Some of the receptionist to try to improve on the way they treat the patients
08/08/2025 15:48	Good	Straightforward	
09/08/2025 08:58	Very good	Received NHS service I requested	N/A

10/08/2025 01:35	Fair	<p>The reason is because I explain the Doctor what do I have what are my symptoms, all of them. The thing he keep repeating me is that those are not connected. Then he tells me what do I think I have?. I answer him and he proceeds to give me some nasal medicine that I already had and didn't work but I was hoping they some test to know exactly or at least try to know what I have rather than just focusing on a superficial symptom. Also he kept checking on the Internet what do I have, so it makes me think does he know what he is doing, or his he just backing up his thoughts?</p>	<p>I think the doctor should have listen to all my symptoms and do and effort to connect all the symptoms I have. Also to focus on finding what's the source of my sickness rather than focusing on the superficial and/or reaction of my sickness. Also he could have check me, my body, rather than just listening and not checking anything.</p>
12/08/2025 08:41	Very good	Positive response	No
12/08/2025 10:41	Very good	Doctor and staff friendly and professional	All was great

		I'm not listened to... was given meds that I was allergic to when I said the hosp had given me meds that made me vomit.. hosp details were on the computer and I asked to be referred which he didn't do...,I had to return to docs and saw another gp who then referred me... his name was Joseph!	
12/08/2025 15:09	Fair		
13/08/2025 14:21	Very good	The receptionist was very helpful in booking me a F2F appointment over the phone for the same day and Dr Jo was very thorough and listened to my concerns in the surgery	Nothing, everything was excellent
13/08/2025 16:25	Good	Nice quick friendly service	Nothing
13/08/2025 16:48	Good		
13/08/2025 18:22	Very good		Following my x-ray a referral was done on the same day I spoke to the GP
14/08/2025 09:35	Very good	Happy with consultation care advice	
14/08/2025 09:57	Very good		

14/08/2025 14:34	Very good	It was a diabetic meds review. I recently had the nail of my right big toe cut far too short and exposed my skin, which was bleeding. After a short conversation with the nurse she checked my feet over and dressed the wound appropriately. She was super-efficient that day.	More time with diabetic patients, in case they have sensory issues.
14/08/2025 16:19	Good	Consultation with doctor was good.	But telephone contact is very very long . It takes about 35min to get someone available.
14/08/2025 18:51	Very good	Not waiting too long	
14/08/2025 18:56	Neither good nor poor	I am fed up with having a medication review when I order my repeat prescription. I will now have to go begging the Pharmacy for medication to get me over the weekend. Why not do the review 2 weeks before my medication is due.	Do the review earlier.
14/08/2025 20:36	Good		Reduce waiting time
14/08/2025 20:37	Good		More appointments at appropriate times for working people
15/08/2025 13:57	Good	Been with the Gp surgery nearly 30 years	Maybe extra time

15/08/2025 14:13	Poor	Stopped my repeat prescription for a medical review. Now I will run out of medication.	Do the medical review at least a week before medication is due.
15/08/2025 15:05	Very good	Very patient explaining what needs to be done.	
16/08/2025 09:04	Good	Good	Call on time
16/08/2025 09:06	Good	Because it was not very good	Called on time
16/08/2025 09:41	Very good	The service was quick and the staff were friendly	I think booking appointment makes it easier that people don't have to wait for long.
16/08/2025 09:47	Very good	The service was better because my query was resolved faster than before	Respond to people queries faster
18/08/2025 10:16	Good	On time.	Cut waiting time for an appointment. Face to face appointment.
18/08/2025 10:50	Fair	Provider didn't seem to be too concerned as if they didn't know what I was talking about	Provider more information. Be more solution driven. As a medical provider, they should be offering advise and education instead of asking me what I want.
18/08/2025 12:38	Very good	Because I was attended to promptly.	Nothing I can think of.
18/08/2025 23:34	Good	Us ex	Fhgrd
18/08/2025 23:35	Fair	Gxhc	Fuhchu
19/08/2025 11:06	Good	The service was good.	There's always room for inpotment.

19/08/2025 11:12	Good	Because I liked the service and it wasn't that bad.	I think they should increase the staff so that sick people will get treated faster
19/08/2025 11:15	Good	Referred for talking therapy	
19/08/2025 13:22	Fair	I have an email from the GP to book an appointment but can't get one - will need to keep trying each week.	More flexibility to book further ahead
19/08/2025 15:51	Very good		
19/08/2025 15:52	Very good		
20/08/2025 10:04	Very good	Excellent service from GP	No
20/08/2025 10:05	Very good	Excellent service from GP	No
20/08/2025 10:43	Very good	The doctor paid attention to me when I was talking to her, I feel very comfortable around her.	
20/08/2025 15:53	Good	Please with time and care	Nothing
20/08/2025 17:00	Good		
20/08/2025 17:25	Very good	Nurse was very friendly and professional	Nothing all was great
20/08/2025 19:46	Good	I get letters on NHS app on time	Only to appointment to see the doctor takes long
21/08/2025 09:41	Very good	Very good	Nothing at all .
21/08/2025 10:55	Very good	Services was prompt and professional	All was well
21/08/2025 13:28	Good	Because I was pleased with the attention given to me.	No, at present there is nothing I can think of.
21/08/2025 15:28	Very good	Because when I talked to the doctor she listened and answered all the questions I asked .	To make it easier to make an appointment to see the doctor

			Please do not tell patients there's nothing wrong with them when they are suffering and scans actually show that something is in fact wrong. Also not being offered analgesia or further input. Just dismissed and unheard
21/08/2025 16:18	Poor	I felt incredibly dissatisfied with consultation from the beginning. I was just dismissed and not heard	
21/08/2025 18:51	Good		
21/08/2025 22:34	Very good		
22/08/2025 13:54	Good	Dealt with my app well	Nothing
22/08/2025 15:23	Good	Satisfy with service	Nothing
22/08/2025 17:09	Very good	Staff member very respectful and helpful.	Nothing
23/08/2025 09:47	Poor	I was given 9:40am appt. I was almost stepping in the Bus when I had a call cancelling the appointment that the Locum won't be available.	Since I couldn't go to toilet, I could have been given to another GP
23/08/2025 10:30	Good		
23/08/2025 17:57	Very good		
24/08/2025 02:36	Very good	Review	
25/08/2025 00:23	Very good	It was quick and straight forward. Just as we need it to be. So thankyou	
27/08/2025 12:20	Very good	Appointment on time and gave me the jabs I wanted on the day.	
27/08/2025 13:12	Very good	Good	Very good
27/08/2025 19:27	Good	I was seen in good time.	None

27/08/2025 23:23	Very good	That was my observation.	I don't know.
28/08/2025 08:55	Good	Was seen quickly at reception and had a short wait for my appointment	
28/08/2025 10:55	Very good	Didn't rush when talking and listened to my issues very professional	
28/08/2025 12:39	Very good	On time, efficient and discussed problem	
28/08/2025 13:07	Very good	Polite and informative	Air conditioning would be nice
28/08/2025 14:37	Very good	The nurse was very professional and helpful.	
28/08/2025 16:17	Very good	Very efficient and kind	
28/08/2025 23:51	Very good	The nurse we had was amazing very friendly. Took her time with my daughter	Nothing
29/08/2025 10:33	Very good	Was seen on time	Nothing
29/08/2025 12:58	Very good	Doctor listening to my concerns appropriate action taken.	N/A
29/08/2025 16:42	Good	Was seen on time doctor listened	Get more people on phones so can book a appointment took 2 days
30/08/2025 10:18	Very good	Polite, informative, attentive	
30/08/2025 13:37	Very good	Seen on time	More doctors
31/08/2025 15:04	Very good	We were che ked in on time and Dr Chand was very patient with me as she asked me to get my BP done in reception and waited for me. I was very grateful.	There was a lady on the phone trying to sort out her son's medication which is understandable however she was very loud. Please ask such people to make their calls outside and or put signs up.

31/08/2025 20:41	Very good	From the receptionists through to the Doctors particularly Dr Chand, the support I have received has been excellent. Dr Chand is not only incredibly professional but kind and supportive and really listens to ensure the best treatment for the health challenges you face. Very grateful patient.	Nothing to improve
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