

**Basildon Road Surgery
FFT REPORT OCT 2025**

Responses received: 152

Very Good = 103

Good = 30

Fair/Neither Good or Poor = 2

Poor = 16

Don't know = 1

Overall satisfaction = 87%

Fair/Neither good/poor =1%

Overall dissatisfaction =11%

Don't know = 1%

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.
01/10/2025 08:11	Good	Seen on time and friendly service	To be able to book a face to face with the doctor
01/10/2025 08:38	Good		
01/10/2025 10:25	Very good	Very good	No
01/10/2025 12:18	Very good	Everything sorted very efficiently	Nothing
01/10/2025 13:47	Very good	Received phone call on day and time booked	
01/10/2025 14:42	Very good	Because I washed happy with your services	All is well
01/10/2025 14:46	Poor	It's very annoying for booking appointments. It's difficult to book face to face appointments	Try to listen to the problem before give suggestions and not to misguide
01/10/2025 14:59	Very good		

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01/10/2025 15:32	Poor	My appointment was fine, but the prescription agreed was never issued. I have had to ring the surgery to find out what's going on, been told that the prescription couldn't be issued, despite having had my appointment last week, for a reason that makes no sense. The receptionist says she needs to have a conversation with the healthcare lady who I had the appointment with, but can't even assure me that I'll actually be contacted with confirmation of what's happening. This is mad. Why can't the survey call or text to confirm it's issued the prescription or tell me what other hoops I have to jump through to get contraception?	Better service from everyone involved.
02/10/2025 10:57	Very good	My problem was picked up very quickly after my blood test and delt with promptly	I don't think it could have been done any better
02/10/2025 11:41	Very good	Seen on time	

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02/10/2025 13:56	Good	I think the service has improved.	Not at the moment.
02/10/2025 14:05	Very good	When I attended my appointment, it was on time and doctor gave me enough time to check my problem and gave me good advice.	Absolutely fine at the moment.
02/10/2025 15:34	Very good	Because it warranted this answer	N/a
02/10/2025 17:32	Very good	My opinion	I don't know
02/10/2025 18:15	Good	Because this GP is good 👍	
02/10/2025 19:18	Very good	Didn't wait long to be seen.	
02/10/2025 20:52	Very good	Helpful and clear explanation of the next steps in my treatment and what actions I need to take	All good
03/10/2025 08:52	Good	Issue resolved	Improve appointments service and phone calls
03/10/2025 11:20	Good		
03/10/2025 11:47	Very good	Punctual, very helpful, clear and honest in explaining the situation	Nothing
03/10/2025 14:41	Very good	Good job and good care	
04/10/2025 07:00	Very good		

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04/10/2025 11:32	Very good	Short waiting time to see the nurse. Nurse asked questions about my medication, asthma symptoms, offered advice. Discussed a new asthma pump that she suggested I try. Appt went well.	
04/10/2025 15:43	Good	No delays on service	No comment
04/10/2025 16:29	Very good		
07/10/2025 11:38	Very good	I arrived and was seen early. As always an excellent service at Dr. Chand's surgery.	N/A
07/10/2025 12:05	Neither good nor poor	Had to wait for a long time to see the doctor	Pick up the phone not too late
07/10/2025 12:59	Good	Friendly nurse, punctual.	
07/10/2025 15:29	Very good	I was seen on time. I was able to ask questions and get them answered straight away in a clear and uncomplicated way	All was very good even my flu jab was painless. Excellent service
07/10/2025 15:59	Very good	The nurse was friendly and very efficient. She also took another issue of mine straight to the GP without hesitation. I now have an appointment with the doctor.	Nothing whatsoever!

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07/10/2025 19:09	Very good	I felt heard and was provided with sensible advice acknowledging my circumstances	
08/10/2025 09:59	Very good		
08/10/2025 11:14	Good	I didn't stay at the clinic for so long.	If anyone is call to collect a letter, it should be ready before the client will come.
08/10/2025 11:14	Very good	I got an immediate appointment.	Nothing 🤖
08/10/2025 12:12	Good	Staff were very professional	
08/10/2025 13:03	Very good	Sharon ,the nurse, covered everything and was very professional.	
08/10/2025 13:34	Very good	Seen on time. Lovely lady who introduced herself. Put me at ease straightaway. Explained everything. Answered all my questions. Printed of information for me before deciding about another medication.	No everything was excellent
08/10/2025 14:21	Very good	Was given a face to face consultation on the day, which is so much better than telephone consultation.	Have a queue number system

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08/10/2025 14:32	Neither good nor poor	Need to wait for a long time	No
		<p>I waited over an hour for my appointment. We were there early at least 20 minutes early. My appointment for 145 and I got into the surgery at 25 past one so I was 20 minutes early., three times we asked how long is it going to be? This was at 2 o'clock or five past two ? They said you'll be with Joe Chan soon.? we ended up seeing someone else who told us that we were a no-show ?</p> <p>Absolutely impossible we were there 20 minutes early and Julie my carer had spoke to the staff at least three times. We even said hello to Sharon the nurse.? I did put in a complaint last night because it's not in my nature to be a no-show. I am not a no-show person. I would bring up the surgery and tell them that I could not make it... So why this was down as a no-show is just incredible it's such</p>	<p>The staff are not professional, which means they are not proficient. The staff does not know what it's doing. They need to be replaced. There's nothing but trouble at the chemist when we go to the chemist and there's nothing now but trouble when we come to the surgery it's clearly the staff do not know how to use computers or something. They will eventually be the surgeries downfall, thank you Charles Fletcher</p>
08/10/2025 14:56	Poor		

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		incompetence on the surgeries part please check my complaint last night thank you	
08/10/2025 15:12	Very good		
08/10/2025 16:15	Good	Ok fine	
08/10/2025 18:06	Very good	Because I have been using the surgery since last 23 years	Short Appointments notice

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08/10/2025 19:14	Good	Quick and efficient service	Nothing in this instance
08/10/2025 19:24	Very good	Quick and easy service	Changes at reception. One person with a complex enquiry caused a long queue booking in
08/10/2025 19:38	Very good	I was just satisfied with the practice.	Nothing comes to mind.
08/10/2025 21:06	Poor	Because she didn't seem to know anything about me or my history	Read my notes before hand
09/10/2025 09:15	Good	I had a telephone appointment with the doctor and was able to talk to her about my current situation health wise, I was satisfied with the appointment.	
09/10/2025 09:21	Very good	Seen on time, treated respectfully	
09/10/2025 09:25	Very good	Had an appointment booked, seen on time and whilst there was offered my flu jab so happy it was all dealt with in one visit	Think the blood pressure machine should be situated away from in front of reception desk, as it blocks the area who are waiting to speak with receptionist
09/10/2025 09:47	Very good		
09/10/2025 09:55	Very good		
09/10/2025 09:59	Very good	On time, very helpful .	Nothing

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09/10/2025 10:03	Very good	Lovely nurse very gentle	Nothing
09/10/2025 11:06	Very good	Seen on time for my flu injection	No
09/10/2025 11:47	Very good		Nothing
09/10/2025 12:50	Very good		
09/10/2025 13:10	Very good	Got appointment within 48hrs	During this appointment, everything was fine
09/10/2025 15:51	Very good		
09/10/2025 16:06	Poor		
09/10/2025 16:36	Very good	Seen on time for my flu jab	
09/10/2025 18:58	Good	I don't have any complaints so far about the service. Just the issue of waiting too long to get an appointment.	I'm not sure there is anything you could have done better concerning that.
10/10/2025 11:31	Very good	The pharmacist spent time to listen and ask questions and made suggestions about what she thought would be better for me to take and rang me back to let me know about the medication that was going to be changed.	
10/10/2025 16:11	Very good		
10/10/2025 16:44	Very good	Efficient	None

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11/10/2025 04:44	Very good	Very helpful, I received appropriate care I needed . Dr was very experienced	N/A
11/10/2025 10:23	Very good	Mental health nurse Adeola was very supportive and helpful. I felt so dismissed at work when I was struggling at mental health and she understood everything. I am also very thankful for Dr Jyoti because she's done absolutely amazing with my situation, she's stood in my corner as my gp and I am grateful for her support. I don't think I could have asked for better people to have during this period	
11/10/2025 10:25	Very good	The Doctor was very professional and helpful.	The Doctor was supposed to ring in the morning but did not. I had to ring the reception desk to ask why no one has rang. Next time just let the patient know so he can do things that need to be done instead of waiting around.
11/10/2025 13:35	Very good	Linda was very good. Happy with everything	Nothing

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11/10/2025 19:32	Poor	The surgery had an email from a dermatologist asking questions for over a month and did not contact me to discuss. If I did not make an appointment I would not have known there was a follow. The service is poor and you lack concern about patient. You failed to take serious concerns and there's never any appointments to speak to a doctor. The CQC will be contacted to discuss my concerns.	Better patient care, increased appointments and taking medical concerns seriously and ensuring these are followed up with an SLA so that we know when we can get a response.
14/10/2025 14:48	Good	No problems	
14/10/2025 18:07	Very good	Because of good service	
14/10/2025 18:17	Very good	I got urgent attention from GP	Earlier appointment than 2 weeks later
15/10/2025 08:23	Very good	I had a phone call from Mrs Chand at 9am as agreed and it was appreciated and we are going to speak again about the matter next year. Or this December. Thank you..	No! All good ..
15/10/2025 08:40	Very good	The nurse called me in exactly on time.	You need more staff in reception.

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15/10/2025 09:23	Good	The Doctor called me on time and dealt with my issues	Nothing I can think of at moment
15/10/2025 10:57	Very good	Staff always polite, will give time to make sure needs are met no matter how busy the surgery can get, they endeavour to accomadate times and dates for appointments that fit in with me where possible.	
15/10/2025 11:04	Very good	E consult was responded to quickly and an appointment booked for the next morning	Nothing
15/10/2025 11:05	Very good	Friendly and helpful reception staff, clean waiting room.	Nothing
15/10/2025 14:00	Good		
15/10/2025 14:42	Very good	Supportive and caring	Na
15/10/2025 15:31	Very good	Staff friendly	Maintain serviceefficiency
15/10/2025 16:27	Good	I was seen on time	
15/10/2025 18:35	Very good	Was seen on time.	Nothing.
15/10/2025 19:46	Very good	They are very friendly	No comment
16/10/2025 09:10	Good		

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16/10/2025 09:10	Poor	Bcuz I just went 5 minutes late and they told me they won't let me take a shot bcuz of it.	They could have told me that before
16/10/2025 09:48	Very good	Well respected polite	Nothing services is excellent
16/10/2025 13:30	Very good	Sam was very kind & listened to what I was saying, & very good about informing me what he was doing / what was going on & what the next steps are	
16/10/2025 14:24	Very good	I gave the answer because I always find it easy to do whatever I go there to do	
16/10/2025 14:28	Poor	The reception staff should be more organised and well trained regarding issuing patients pathology forms every time when I go for blood tests there's always some tests are not included or they can not find the pathology form thanks for the nurse Sharon I manage to get my proper tests done correctly.	the staff should have a better system of handling pathology forms and they should keep a record of patients like me who needs regular blood tests wich tests should be included.
16/10/2025 19:39	Poor	The Pharmacist didn't have a clue! She thought i would have some bleeding even though I don't	Training

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		have a womb. This worried me alot.	
16/10/2025 22:43	Very good		
17/10/2025 09:32	Good	Joyti knows me and responds with empathy precision and listens	however she is not always available and stand ins don know me!!!
17/10/2025 15:23	Very good	Doctor listen to me	Nothing
17/10/2025 17:00	Very good	Excellent service from the dr	
17/10/2025 18:22	Good	My experience during visits to the clinic	Be more friendly.
18/10/2025 13:31	Very good	Very good Physio	Nothing
21/10/2025 10:02	Poor	Never got an appointment	Atlast behaviour should be good and professional on reception
21/10/2025 10:32	Very good	My mother said the nurse was very polite, friendly and did everything that was required	
21/10/2025 12:14	Very good	Quick,efficient, explained clearly gave me clear directions.	

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22/10/2025 09:56	Very good	I have a "kind spirited" and professional Doctor. Dr Chand takes time to listen to her patients. Thank you!	
22/10/2025 11:43	Poor	Blood test cancelled a few minutes before it was due	
22/10/2025 13:30	Poor	Impatient tone	More empathetic
22/10/2025 14:11	Very good	Reception welcoming, doctor appointment on time	None

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22/10/2025 20:59	Poor	<p>You failed to inform us that the nurse had called in sick so home visit to Sylvia Read 10.30 Tuesday 21st was cancelled. I phoned surgery at 12 to ask if nurse was in fact coming. I was told she had phoned in sick. I asked why we had not been informed. I was told a text was sent. I checked my phone and no text. I was advised to book new appt but Sylvia had spent 4 nights in the chair unable to walk properly, unable to do stairs to toilet, and couldn't change her tenna lady etc and this loss of mobility had happened suddenly so was alarming and distressing. She needed to be seen to have a medical assessment and to get personal care in place urgently</p>	<p>Sylvia urgently needed a home visit on Monday so when home visit cancelled on Tuesday someone from surgery should have phoned immediately to discuss options.</p>
23/10/2025 08:26	Poor	<p>Appointment was cancelled without telling me. Found out at reception once I had arrived at the doctors surgery.</p>	<p>Informed me of the cancellation.</p>

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23/10/2025 09:18	Very good	The service is super efficient and uses technology really effectively to ensure appointments are easy to manage.	Nothing comes to mind
23/10/2025 12:09	Very good	Good	
23/10/2025 17:54	Good	Any concerns raised, , were answered	See the doctor face to face
23/10/2025 18:31	Very good	On time	It's well
23/10/2025 20:40	Good	N/A	N/A
24/10/2025 19:18	Good	Appointment on time. Good advice.	
24/10/2025 19:44	Poor	Because 2 appt cancelled in one morning	
25/10/2025 11:32	Very good	Good services	
25/10/2025 11:33	Very good	Because of good service	No
25/10/2025 11:45	Very good		
25/10/2025 20:30	Good	Appointment on time. Friendly nurse	Nothing
26/10/2025 10:08	Very good	I met a new doc Mr H he was very good he got me sorted thanks doc 🙌	All was good just a bit of a wait 🙌
26/10/2025 22:59	Good	The Doctor was very helpful	Nothing

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27/10/2025 10:48	Good	She was very helpful	Nothing
27/10/2025 13:51	Good	Because I think you need to try to help people with continue priority to see the doctor	I think to my opinion is to prioritise people with cancer to see the doctors on time not two weeks
28/10/2025 08:26	Very good	Appointments available quickly, really helpful service	
28/10/2025 09:47	Very good	Because from receptionist thru to doctor was very professional all good	
28/10/2025 11:52	Very good	Was seen on time and the doctor was attentive to my concerns. Reception staff are very polite and helpful.	N/A
29/10/2025 08:12	Very good	Seen straight away. Very friendly nurse as always. All questions answered.	No . Perfect
29/10/2025 10:11	Very good	Sharon is a very friendly kind caring nurse explaining everything to mum	
29/10/2025 10:23	Very good	Seen on time for blood tests	None
29/10/2025 12:03	Good	Receptionist is always nice and polite and helpful	
29/10/2025 13:31	Very good		Nothing

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29/10/2025 14:21	Don't know	I didn't went there on time so I've to get an appointment again.	None.
29/10/2025 14:53	Very good	From recption thru to doctor very proffesionalno	
29/10/2025 15:13	Very good	Blood test was taken	No
29/10/2025 15:36	Very good	Very proffesional from reception tthru to Dr	Nothing
29/10/2025 19:39	Very good	The doctor replied to my online medical query quickly and effectively	The service was great
29/10/2025 19:40	Very good	Was seen promptly by the nurse who was very kind and explained the treatment and answered my questions	Everything was perfect
29/10/2025 19:41	Very good		
29/10/2025 21:01	Very good	I was satisfied with the doctor explanations and referral.	To get a same day or appointment within a week. When you call at 8 in the morning line or queue will be so long and you cannot get an appointment.
30/10/2025 11:08	Very good	Attended for my flu jab, nurse was friendly, and appointment was quick and smooth	

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30/10/2025 12:32	Very good	I always receive excellent service from Dr Chand's surgery.	N/A
30/10/2025 14:22	Very good		
30/10/2025 15:20	Good	The nurse was proactive and went extra mile to ensure that the blood sample was taken immediately rather than referring me to the hospital,which could have taken a longer time.	Nothing really.
30/10/2025 18:46	Very good	The doctor was listening to me he explained to me all the results for my blood test and he prescribed me new blood pressure tablets to take from pharmacy same day and gave me the equipment for faece test	That was excellent
30/10/2025 19:12	Very good	Nurse made me feel so at ease before having my smear	Was perfectly fine
30/10/2025 20:12	Very good	I am highly impressed by the warm reception	No flaws

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30/10/2025 22:17	Poor	When I made the booking the person did not know which kind of vaccination I need even though I told him clearly and when I called in just a day before my appointment because it was not confirmed written or via message etc ...the lady who picked up the phone after we talk she did not even say bye just drop the line	I believe in general the costumer service needs to be improved on the end of the day we all pay NI and expect to get a professional and high quality service
31/10/2025 04:52	Very good	I have no problem at this surgery they listen at my concerns & act on them.	Just the waiting time can take some time at reception to be seen that's all.
31/10/2025 15:32	Very good	The doctor, nurse and staff are polite and friendly.	No nothing.
31/10/2025 16:10	Very good		
31/10/2025 17:24	Very good	Both the receptionist and the doctor were wonderful because I waited from Monday to Thursday to get the treatment I needed	Listen to patients more and don't dismiss them before they finished
31/10/2025 17:50	Very good	GP was friendly and fully explained my condition and the solution	N/A