

**Basildon Road Surgery
FFT REPORT NOV 2025**

Responses received: 93

Very Good = 57

Good = 20

Fair/Neither Good or Poor = 5

Poor = 9

Don't know = 2

Overall satisfaction = 83%

Fair/Neither good/poor =6%

Overall dissatisfaction =9%

Don't know = 2%

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.
02/11/2025 14:11	Very good		
04/11/2025 08:43	Very good	Efficient service. Very pleasant nurse who checked if I was feeling well. Didn't feel a thing	Everything perfect
04/11/2025 08:57	Very good	I was seen straight away. Nurse extremely pleasant and made sure I was feeling well. Could ask any questions	No everything went very well
04/11/2025 10:08	Good	Seen on time, friendly staff.	Nothing
04/11/2025 22:38	Very good	They are so professional .	We improve day by day.
04/11/2025 23:02	Very good	I like doctor Jo she is the best	
05/11/2025 10:19	Very good	Linda was very helpful	

05/11/2025 10:29	Good	Receptionist very perlite and listen	
05/11/2025 12:45	Very good	I was very happy with all the answers every question i asked was answered .	
05/11/2025 22:56	Very good	The Nurse was very kind, helpful and professional	Nothing
06/11/2025 12:49	Very good	I missed the call and the doctor kindly call me back	All was perfect
06/11/2025 14:22	Very good	Nice doctor	The interior is a bit run down
06/11/2025 20:26	Neither good nor poor	I felt rushed. I was not allowed to discuss more than 1 issue though I had other related issues that could be dealt with within the time	Give more time for consultation both face to face and on phone. Back up with follow-up call
07/11/2025 09:04	Fair	I missed call some how and was told I would get call back from the GP it did not happens - the receptionist in the afternoon was nice though	

		<p>My GP doctor is Dr. Chand.</p> <p>At my last appointment, I was assigned to see another doctor. The process was very slow — my appointment was at 10:15, but the doctor didn't call me until 10:40.</p> <p>If possible, I would prefer to see only Dr Chand.</p> <p>Thank you.</p>	
07/11/2025 10:24	Neither good nor poor		
07/11/2025 17:29	Very good	Professionalism	Time keeping
08/11/2025 16:22	Very good	Very helpfull	Nothing
10/11/2025 15:58	Very good	Informative and empathetic GP, supported my health and wellbeing.	Send prescription to Pharmacy sooner, as needed.
11/11/2025 08:46	Very good	Good nurse	
11/11/2025 09:31	Poor	Didn't bother to tell me doctor had gone sick until my appointment time had passed	
11/11/2025 12:40	Very good		
11/11/2025 15:32	Poor	Receptionist was so rude and unprofessional	Receptionist needs to have the training that how to speak and behave with patients
12/11/2025 09:38	Good	I was attended to in a good way	Your appointment date are really long.
12/11/2025 09:38	Good		
12/11/2025 12:53	Good	Satisfied with the services provided	

13/11/2025 04:49	Very good	Because even when I came late on my schedule appointment, the nurse on duty waited for me that gave me joy.	Hmmm for now all is good
13/11/2025 04:52	Very good	Because when I got a message that my appointment has been cancelled, I was surprised when my mom called me after having her vaccine that I should come. The nurse on duty provided the vaccine bravo.	That act from the nurse is very good 🙌
13/11/2025 04:54	Very good	I got a message that my vaccine has been cancelled, but I was later called to come over.	Good for now
13/11/2025 04:59	Very good	Having my appointment as at when scheduled without cancelling it, give me joy because I have cancelled everything other appointments in other to attend.	More hands.
13/11/2025 10:29	Very good	The services was good	Nothing at the moment

13/11/2025 10:29	Poor	Since last 8 or 9 years I have been continuously receiving FLU VACCINE each year unfortunately this time when GP invited me and I booked appointment so I went GP denied for vaccine. If you had denied why did you invite?	Na
13/11/2025 11:50	Very good	The nurse was superb she dealt with me excellently meeting my support needs carrying out all my test of the COPD. She gave my flu jab and made appointment for me to see the Pharmacist for my medication review	I have been with you for a long time and I am happy to continue to use you
13/11/2025 12:37	Very good	Very quickly	None! Thank you!
13/11/2025 16:32	Very good	Because the nurse is very friendly treat my daughter	
14/11/2025 08:16	Poor	I was provided an appointment that's was fit for purpose. I explained my need and still provided an unsuitable appointment.	Been provided an appropriate appointment that could have provided treatment.
14/11/2025 11:32	Very good	Dr Chand is always so caring whilst also being extremely professional.	N/A

14/11/2025 12:03	Poor	The people who work there r no help	Get better workers
14/11/2025 14:26	Very good	Staff very professional.very impressed with surgery set up .	I think staff and manager have everything covered.
14/11/2025 16:42	Very good	The doctor I saw was amazing. He articulated everything explaining reasons and was very informative. This made me feel at ease and more comfortable.	Have this doctor permanently!
14/11/2025 16:46	Good	It's my responsibility to share what I feel while I'm visiting the gp	
14/11/2025 21:07	Good	Very good	Answer the phone
15/11/2025 10:05	Very good	All went well	N/A
15/11/2025 11:40	Very good	Doctor was nice and good listening for my requirements. Reception was great service	For me I can say to keep doing great
15/11/2025 14:42	Good	I was seen on time. The Physiotherapist was nice ce and professional.	Nothing
16/11/2025 08:43	Very good	The physiotherapist answered all my questions and gave me reassurance.	
16/11/2025 09:49	Very good	Found the doctor easy to talk to.too explain my symptoms very professional doctor.	Nothing everything was good thank you

17/11/2025 13:37	Good	I felt the doctor gave me enough time to consider my issues	
18/11/2025 15:14	Good	Long time need waiting for booking appointment. Dr Chand very professional.	
19/11/2025 09:18	Good	The Doctor listened to my problems and act on it straight away.	
19/11/2025 11:03	Good	Nurse was very friendly and efficient	
19/11/2025 12:10	Very good	Because there is a good service and everything went well	Everything is good.

19/11/2025 13:08	Very good	Sharon was her usual cheerfulness and absolutely great and explained why I was overdosing on my asthma pumps whereas I had been clearly told by a nurse who is not around anymore to do what I was doing for all these years only to find out that it was wrong and Sharon pointed me in the right direction.. I think Sharon might be better if she run this place at times ? I was annoyed about this, but it's all be rectified thanks to Sharon.	With the greatest of respect, I think you should employ people who know what they're talking about because I've been using these pumps for years only to be told yet again that I was using them wrong and all the shaking that I was experiencing after using my pumps was because I was using them in the wrong way and yet I've been told on at least four occasions by different people different ways and times of using asthma pumps, but Sharon being an asthmatic herself seem to understand the problem and rectified it and told me where I was going wrong so I'm most grateful to her she is one of the best. Thank you Sharon! Xx
19/11/2025 13:53	Very good	Was seen in time by a very friendly nurse and it all went well...	N/A
19/11/2025 13:58	Very good	She listened and explained next steps, polite and caring. I enjoyed the appointment.	N/A. Play soft music in waiting room.
20/11/2025 09:35	Very good	Seen on time and staff very friendly	
20/11/2025 09:47	Very good	Pleasant atmosphere, warm waiting room m and door shut during procedure	Ok at present

20/11/2025 12:28	Very good	The doctor checked my chest and heart rate	
20/11/2025 14:14	Very good	Doctor was thorough , respectful and informative. Listened intently and explained well.	No
20/11/2025 17:34	Very good		
21/11/2025 06:41	Good	Because nurse is very friendly	
21/11/2025 11:00	Good	Because the Doctor was very kind talking to me on the phone.	You are all doing good things
21/11/2025 16:06	Poor	I organised a flu Jab via the phone and was given an appointment and went to my appointment only to be told it can not be done by a not so pleasant woman due to my age.	Yes I could have been informed by the receptionist before giving me the appointment as they have all my information so a failure on multiple levels. Seems the standards and hospitality has fallen drastically. Real shame
22/11/2025 13:54	Good	The doc is friendly and helpful	Keep up the good job 👍
25/11/2025 10:32	Very good	Very impressed with attitude and competence of nurse. Answered all my questions clearly.	N/A
25/11/2025 13:26	Very good	Recently very satisfied with service	
25/11/2025 14:43	Very good	Seen on time. Everything explained and answered my questions. Made sure I knew what would happen next.	No everything explained

25/11/2025 18:03	Very good		
26/11/2025 11:41	Neither good nor poor	It was a phone conversation.	Cannot think of anything to improve things .
26/11/2025 11:51	Very good		
26/11/2025 11:51	Very good		
26/11/2025 11:52	Very good		
26/11/2025 14:08	Very good	Excellent service friendly	Nothing
26/11/2025 19:45	Very good	My appointment was satisfactory	Nothing everything was very good 👍
26/11/2025 20:12	Very good	Very helpful and appointment bang on time nothing	Nothing
26/11/2025 20:26	Don't know	I was expecting your text inviting me to take a flu jab which your office which your office did not send.	N/A
27/11/2025 06:17	Don't know	I don't have anything to say because I have not taken my my Flu jab.	
27/11/2025 09:17	Very good	Just very good	
27/11/2025 17:51	Good	Because I was attended to promptly and her advice was understood.	There nothing else I could think of.
27/11/2025 17:53	Good	Because I was attended to promptly.	No.
27/11/2025 17:55	Good	Because I was attended to promptly.	No.
27/11/2025 22:52	Very good	Because I was attended to promptly.	I cannot think of anything else she would have done.
27/11/2025 22:56	Very good	She attended to me promptly.	I cannot think about anything else she would have done.

28/11/2025 08:08	Very good	Well like I always say my experience each time I go in or over the phone is always professional and warmly	I'll say getting appointments on time rather than getting appointments for weeks will help better
28/11/2025 11:41	Very good	Linda is very good at her job she knows and understands what she said about my concerns about my COPD thanks 👍	Nothing everything was excellent 👍
28/11/2025 11:56	Very good		
28/11/2025 14:46	Very good	GP supportive during face to face consultation.	Nothing
28/11/2025 14:58	Poor	Waste of my time!! Can't even get a woman doctor to see my boobs! Multiple times they try to give me the man , I refuse! If I was Muslim they would have never dared giving me a man doctor for my appointments.	LISTEN AND DO YOUR IOB PROPERLY

29/11/2025 10:23	Poor	I booked. Telephone appointment . For it to be booked as an in person. I called and was advised I would get a call and did not. I then called the next day for an appointment and was given a referral to a pharmacy. The pharmacy advised I could not as I have diabetes so I called to get sorted. Was advised I could pick up my prescription however it was sent to wrong pharmacy. Called and spoke to a male who did not display any active listening skills when I gave info on what needed to be done and kept referring to what was in the notes. I ended up calling neem tree to release the prescription. Through all this I have been in pain and have had a delay to starting my antibiotic treatment	If staff could please listen to what is being said and take the correct action. Your staff may benefit from some active listening training. Which I give to my call centre staff
29/11/2025 12:50	Very good		
29/11/2025 16:51	Good		
29/11/2025 18:35	Good	Doctor checked me out fully and sent me for tests	Quicker appointment time I had to wait 2 weeks

30/11/2025 14:34	Neither good nor poor	Waited 40 mins	Be on time!!!
30/11/2025 15:46	Poor	Because my appointment was cancelled when I went in the surgery	