

FFT – August 2024 Results

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|-----------------------|----|
| Total Count | 88 |
| Very Good | 75 |
| Good | 8 |
| Neither Good nor Poor | 2 |
| Poor | 2 |
| Very Poor | 1 |
| Don't Know | 0 |

Please can you tell us why you gave your answer? Please do not include any identifiable information, including your name or specific medical information: identifiable information, including your name or specific medical information

Just a blood test. On time. No bruising.

Friendliness..professionalism..willingness to accommodate my needs..

And very reassuring that the nurse knows me well

Nothing. Very easy experience

I was promptly seen and the receptionist was courteous and helpful

Doctor Tate persistently presents herself as dismissive and very disinterested.

Perfunctory professionalism would be a generous assessment.

Work on compassion, empathy and seeing things from your clients perspective

Yvonne has a fantastic manner that puts you at ease, and seems to be the only person in the county who can take my blood first time!

Prompt and sensitive treatment.

Nothing more.

The pharmacist was pleasant and very helpful

Na

The doctor examined me thoroughly and explained the diagnosis.

Then I was referred for more tests.

I cannot think of anything

Pleasant receptionists and prompt attendance.

Everything ok

Helpful and friendly reception staff

Cold and unfriendly natured GP, but seemed thorough.

For the GP to be more warm and friendly

Always efficient

Nothing

The receptionist was welcoming and efficient. The doctor was friendly, considerate and very professional

The pharmacist was so helpful

Nothing

My doctor Tate is always friendly and knowlegble.

All very quick and easy from booking to being seen.

Minimal waiting. Had answers to my questions... was invited to ask questions which is unusual... so felt reassured.

Turned up a couple of minutes before appointment seen on time nurse attentive, then me on my way.

Nil

All the people in your practice are caring and thorough

Nothing

Appointment easy to arrange

N/a

I had two appointments booked at Preston Park surgery through the Haven & on both occasions they had no record of my appointment & the first appointment was a waste of time as the Dr was sick and no one informed me of this.

Communicate better with the other surgery.

Because everyone is on the same page

Nothing at all

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| Feedback and consultation from recent bloods was prompt and very helpful. I talked with a professional who was knowledgeable and knew me, who explained all my options, answered all my questions. I felt very supported. | Can't think of anything even explained why one of my results I was expecting was not reported. |
| Better than previous appointments | |
| On time appointment. Quick and efficient service. | Nothing. |
| | |
| I was pleased to get a referral, but I felt all the way through that I was annoying the doctor by not understanding things and having to ask her to rephrase things (I'm on the autistic spectrum). I felt upset after my appointment and have now changed practices. | |
| | |
| The team at Greystone House are amazing | |
| Friendly manner, quickly took bloods | None |
| | |
| Ex staff | |
| | |
| Told me everything I needed to know. | |
| Nurse very friendly and efficient | Need to sort out online booking system |
| Felt I was given enough time, Dr listened carefully and was given good way forward. | |
| Everything was fine, no problems at all | No problem with anything. |
| Dr Bidwell is always caring and helpful | |
| From reception to doctors and nurses give a very warm welcome | They don't need to improve anything |
| Helpful suggestions for my problem | |
| It was on time, quick, professional and friendly. | |
| | |
| The Haven is special, everyone so kind and polite. From reception staff to medical team. | Nil. |
| Prompt professional service | Perfect |
| I was listened to. | Nothing. |
| No wait, friendly staff, in and out quickly | Nothing |
| I was seen on time and the appointment was very smooth and professional. Everything was fully explained to me. | |
| Friendly and caring treatment | |
| Know one called me | Call me |
| | |
| Quick appointment and seen on time | |
| Clinician listened and was informative and friendly | |

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| I was given an appointment same day as requested and doctor was very helpful | Not really all fine |
| Dr Bidwell always listens . Never judges. Re-prescribed the Correct medication . Previous visit to Dr Tate on Friday was awful as usual as she seemed uninterested in me and prescribed a highly addictive opiate painkiller that made me very unwell. Dr Bidwell suggested other treatments and ordered blood tests. I left feeling valued and Heard. | On this last visit I was 100% happy with the service from GP and reception. |
| All personal are great and very pleasant | Don't need to improve anything |
| Always a good experience at your surgery | |
| Dr Bidwell made me feel that he was there for me. He listened and gave me time to express any queries and concerns. I did not feel like I was being pushed out the door as quickly as possible. | |
| | |
| Receptionist was welcoming, proficient, and efficient. The Nurse Practitioner was very welcoming, thoughtful and thorough in their duty of care. | N/a to this visit, thank you. |
| The nurse was friendly, reassuring and efficient . | N/A |
| All efficient and professional | |
| This practice is exeptional. Apart from the excellent doctors & staff, the practice is totally professional.... | As above (in No.2 Q), it is difficult to fault the practice. |
| I was supposed ti have been called by this person months ago. Also this same person did not do as they said they would ie prescribe drugs for very high BP | |
| Thorough, caring | |
| | |
| I felt heard understood and was informed of all options moving forward | On this visit nothing |
| Quick to get app Friendly reception staff Through gp consultation | |
| I use the service often | No need. |
| Came for a blood test appointment. All went smoothly with clear explanation of next steps etc. Very efficient and good interaction. | |
| Dr Tate came to the waiting room to collect me personally, a little earlier than the appointed time. She was very pleasant and friendly, and dealt with my relatively minor issue very professionally. | Nothing would have made the experience any better. I received first class treatment. |
| | I didnt receive a text to follow up with my blood pressure. I'm not sure who to send this to so I can get my repeat prescription |
| Very kind and informative on the phone, willing to give time | |

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| Georgi very responsive and takes a "works with you" approach. | The receptionist at Preston Park surgery didn't seem to know about the arrangement with the Haven. However it seemed that someone he spoke to on the phone sorted it out and I didn't have a particularly long wait in the end |
| Because it's a perfect little doctors | Nothing at all |
| Five star service | None |
| Kindness and compassion | |
| Everyone was efficient and friendly and reassuring. Thorough explanation of procedure | |
| Got an appointment promptly. Friendly and helpful consultation. | All good. |
| Because the pharmacist called me back when I didn't answer and by then I had already made a new appointment which she cancelled for me. | |
| Easy to make appointment, friendly helpful staff at each point. I received the advice I needed. | |
| The Dr was polite, good listening and identified the condition quickly and accurately | Nothing |
| I was able to get an appointment quickly and Karishma, the pharmacist was really kind, informative and knowledgeable - this is a good system for HRT users. | A reminder of when a review is needed would be useful, as with smear tests etc |
| My appointment was on time and I was greeted warmly. The blood test was done skilfully and painlessly. I was kept informed throughout. | Covid numbers were high at the time of my appointment but there were no hepa air filters. The receptionists were behind Perspex screens which were shown to be ineffective as Covid is an airborne virus. I would feel safer if Covid safety procedures followed the science. |