

# NHS Friends and Family Test 2022

June 2023

**Q: Please tell us about anything that we could have done better?**

Free text question. There were 53 responses:

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2023-06-01 09:08:20

Nothing

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2023-06-03 08:52:15

Had systems in place that would have voided the above farce

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2023-06-06 07:05:24

Nothing

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2023-06-08 09:27:57

Nothing

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2023-06-08 09:31:38

No

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2023-06-08 09:41:53

I had to wait an hour to see doctor because AF showed up on the ECG which I am known already about and are taking tablets for. Shame the nurse had not said to me why I was seeing the doctor then I would not of had to wait. I do appreciate this was an error in communication and everyone is very busy.

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2023-06-08 09:47:26

If this appointment had been face to face, I could have been given a leaflet about diabetes and had blood pressure taken professionally.

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2023-06-08 09:50:22

None

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2023-06-08 10:02:16

The car park was full so I had to park on the road and limp round to the door, but the medical centre was busy so was to be expected.

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2023-06-08 10:05:54

None

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2023-06-08 10:46:29

N/A

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2023-06-08 10:59:57

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2023-06-08 11:09:33

Nothing I can think of

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2023-06-08 11:34:01

All good via automated booking in system at front entrance.

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2023-06-08 11:49:42

Nothing

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2023-06-08 12:13:36

In my case, no more could have been done

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2023-06-08 12:23:32

Realistically, Nothing

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2023-06-08 16:05:28

Have more receptionists on at 8 am!! An hour on hold is too long!!

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2023-06-09 07:25:03

Nothing really.

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2023-06-09 20:36:32

I think you need to revisit the values that you have pledged in your mission statement. Explore how you can really make them matter and then abide by them. To have clear communication and a SLA policy that holds you to account to your patients and to advocate for your patients. You are dealing with people's lives. This is not a game of bingo where you get to choose who is going to receive a call back or even be offered medication. This approach most certainly does not apply to young children either. I am very disappointed about our experience and have made a complaint regarding this matter. I am very aware of the pressures on the medical profession but even I have to observe failure when I see it.

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2023-06-12 07:54:05

Everything is fine

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2023-06-19 14:59:30

Mend the front door

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2023-06-19 15:04:11

Nothing

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2023-06-19 15:06:12

Claire sorted out dr phone call for me for 2.30 and as yet 16.10 I'm still waiting feel very let down especially as phone call is about my medication very disappointed as it makes her efforts to assist pointless!

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2023-06-19 15:06:22

Possibly Answer the phone call a bit quicker 27 minutes on hold

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2023-06-19 15:43:35

Nothing

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2023-06-19 15:47:09

It was all fine

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2023-06-19 16:15:06

Did have a wait beyond scheduled appointment time.

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2023-06-19 16:28:10

Best service no improvement necessary

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2023-06-19 16:31:30

Absolutely nothing. Very happy.

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2023-06-19 16:46:55

Nothing

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2023-06-19 17:55:13

Not a thing

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2023-06-20 13:53:00

Nothing.

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2023-06-20 14:04:26

See previous box

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2023-06-20 14:28:29

N/A

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2023-06-20 16:31:34

Nothing. Thankyou.

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2023-06-20 16:47:24

Improve the waiting time

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2023-06-20 20:19:19

No

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2023-06-20 20:20:50

No

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2023-06-21 11:42:18

Offer diagnosis of back problems by scan or x-ray

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2023-06-21 16:02:03

Nothing at all. 10/10

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2023-06-21 16:07:11

None

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2023-06-21 16:11:49

No suggestions

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2023-06-21 16:15:06

Nothing!

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2023-06-21 16:18:05

Nothing

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2023-06-21 16:20:56

Nothing

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2023-06-21 16:24:54

Nothing comes to mind

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2023-06-21 18:26:39

Nothing

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2023-06-21 18:54:11

Could not fault anything.

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2023-06-23 10:24:59

No satisfied with everything.

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2023-06-23 10:33:48

Parkings a little difficult, but some land next to the surgery as it's going to grow in numbers of patients and parking is essential

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2023-06-23 10:55:36

Absolutely nothing. It is always a pleasure to see Viv..

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2023-06-27 17:47:32

I would prefer my GP not to be in scrubs. The place is clinical as it is without the impersonal nature of being called into a room by someone who looks like they have just come off the set of casualty. I'd like to see my GP in civvies please.