

Friends and Family

Responses for September 2017

These are just some of the written responses on the form received both positive and negative

Total received 168

Extremely likely 115 as below plus no complaints, sometimes admin seems a bit inefficient, looked after my family very well, very good doctors, work hard to accommodate, easy to access, helpful, intelligent and kind doctors, all helpful, brilliant, very good nurses, very well cared for, excellent job, can't stand these unnecessary surveys just fund these people properly and let them get on with it, professional GP's, great attitudes, sometimes booking an appointment is frustrating, superb doctors, comfortable with the staff and doctors, fantastic practice, GP went above and beyond, treated with respect, very busy but efficient, prompt polite and good treatment from all, friendly practice, don't make you feel you are a nuisance, best team ever, well run, given the shortage of NHS funding they are doing and extremely good job, fantastic treatment well managed always possible to see someone

Likely 46 reception very helpful, making appointments and the doctor I have seen are great, appointments hard to make, would have crossed extremely likely but needed to bring passport/bill for online access (**this is so that we have secure identification that we are issuing the PIN to the correct person and stop-s other people from accessing your health record**), friendly practice, clean waiting rooms, early appointments are very useful, everyone is very nice, and helpful, you have to book appointments quite in advance which is annoying, overall a good experience, can usually get an emergency appointment at short notice at here or Bermondsey Spa, I get a good service, friendly and helpful, pleasant but had an appointment cancelled without explanation, hard to get an appointment, happy with the service, other than not being able to see the same doctor very good, clinical care fine, telephone service needs to be reviewed, just one hour in the afternoon for home visits is bizarre (**triage service in the mornings and afternoon is so that the patient can be seen if their problem will not wait until the next routine appointment-home visits are taken in at any time of the day and will be passed to the duty doctor**), most GP services offer routine telephone consultations (**Albion Street does offer these appointments**) only downside is the long wait on the phones, always seen on time, medication reviews need to be looked at, a more personal service compared to my previous surgery, polite staff, some receptionists come across as rude by their tone, always there to help, everyone at this practise, listen and treat you with respect, good GP's, length of time to get a routine appointment, pleasant and helpful

Neither 6 Not many early or late evening appointments for those working in the city, hard to get appointments generally, lack of continuity of care, generally the staff are friendly and the atmosphere congenial, problems with prescriptions, depends on who sees you at reception some have been rude, not smiling or staring at you, not entirely satisfied with the service

Don't know 2 Some staff are a bit funny, most need to be retrained to understand patient's needs, helpful staff, friendly, doctors always seem in a rush, fast appointment today, no problem making an appointment