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| **In February 2024, 62 of our patients participated in the Friends and Family Test (FFT). Please see below for breakdown of the result and some of the feedback we received which has helped us to continue to review our services.**Use this link to see some of the actions we have taken in response to your feedback.[You Said, We Did – Bowling Green Street Surgery (bowlinggreenstsurgery.co.uk)](https://www.bowlinggreenstsurgery.co.uk/you-said-we-did/) |
| 1. **Overall, how was your experience of our service?**
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|  | **Excellent** | **Very Good** | **Good** | **Neither Good nor Poor** | **Poor** | **Very Poor** |
|  | **21** | **13** | **11** | **6** | **4** | **7** |
| 1. **Thinking about your response to this question, what is the main reason why you feel this way?**
* Blood pressure check I didn't know why I needed one.. I did ask the nurse but she gave me a couple of reasons why I might be having it done but nothing definate
* Always waiting long time to get appointment
* Because the diagnosis should be face to face and not in the call. The doctor should meet patients, not call them by phone
* Because we visited twice, they didn't do anything for us, just said the time was wrong.
* "I haven't been able to access GP services for nearly a year and I had rang and was told my iron will be checked at my health check but the nurse said need to see GP and book appointment to ask further questions. I didn't think this was good as not been seen for ages and I had tried new medication and that was also never reviewed by the surgery.
* Also I never understood my blood results from last blood and had hoped would have been given opportunity to ask nurse about this but wasn't allowed to ask any questions just let the nurse do some checks and then told done."
* Helpful and polite staff
* Quick and friendly
* Courteous, knowledgeable and helpful. Took action immediately
* The nurse who took my blood was so nice and checked in multiple times to make sure I was doing okay. Also one of the quickest and painless draws I’ve ever had
* Courteous and professional at all times. Taking the extra step for my care.
* Because everything was done on time and professionally.
* The service I receive during my appointment is perfect. What is not perfect though is how hard it is to get hold of an appointment. I am not even talking about the long wait for weeks and months, but the unrealistic wait when calling to book an appointment is the worst of all. Even calling after mid-day would not spare me the long wait for 45 minutes and above. I refuse to believe that all the patients registered with the GP call at the same as myself. It is ridiculous that I am number one on waiting list on the phone and have to wait more than 30 minutes each time. The online service is useless, it is always completely booked.
* My appointment was on time.
* Kind & professional. Very thorough.
* Satisfied with the services
* Because the doctor and nurse I seen were fantastic showing compassion and understanding
* Dr Makoni is brilliant
* Easy to book. Appointment was on time and Casey is always good.
* I did because the response was very fast.
* Service was punctual and efficient. We were not able to do both the tests but that's mainly because I had misunderstood something during the prior phone conversation. She was very patient, and came up quickly with an alternative plan to accommodate perfectly my schedule.
* Because from the reception staff are welcoming and getting to the doctor she is amazing gentle while taking samples and answered all my questions without interaction
* Dr Tank is a very considerate and kind professional. I felt reassured and and my issues addressed.
* Because you treated my every visit with great care
* Overall, no issues with the E2E experience
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| 1. **Please tell us about anything that we could have done better.**
* could of given me a reason to why I needed the test.
* From my last visit, you are doing great.
* Very good reception and phone reminders
* Provide more landline phones or provide personnel who would pick up the phone. When I first registered to this GP, I never faced such frustration. The last 2 years have been horrible. It is ridiculous that I finish my break at work with no one picking up the line for half an hour.
* Please make appointments and visits.
* I could have been Listened to and Communicated with better. Instead, I just felt I was just a nuisance, in the way of other more important jobs, like paperwork, or the telephone.
* "Do medication review of any new meds prescribed to a patient as I had side effects and had to stop the meds myself but never got opportunity or appointment to discuss with Dr this.
* Ring and explain people's blood results to them as I am never able to get appointments when I ring."
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