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| **In July 2023, 131 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?**
 |
|  | **Excellent** | **Very Good** | **Good** | **Neither Good nor Poor** | **Poor** | **Very Poor** |
|  | **45** | **36** | **20** | **6** | **8** | **16** |
| 1. **Thinking about your response to this question, what is the main reason why you feel this way?**
* Dr Tank is as always brilliant.
* Helpful & efficient receptionists.
* Very good the treatment and availability of staff.
* The doctor was very professional and was straight to the point
* They have well trained professionals that are also well groomed.
* Very good the treatment and availability of staff
* Efficient. Friendly
* I was promptly attended to.
* All team is Amazing!😊
* The nurse was efficient, friendly, and kind.
* "My doctor is always there for her patients.
* "Staff a reception were very helpful and friendly.
* The manner of communication by your receptionist is really poor. They show lack of concern to the patient condition.
* I tried every day for 2 months to get an appointment to see my doctor. The answer was the same every day. No appointment available ring tomorrow after 8am so i gave up
* Because I told the doctor that my child need a speech therapist and he offered another option that he can get appointment to a paediatrician.And he offered me a translator.
* Constantly having my issues ignored, reception can be very rude and unhelpful, I've been trying to get my chronic pain and mental health managed for nearly 5 years now and I'm no better off than I was when I began, I'm lost or forgotten at every turn.
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| 1. **Please tell us about anything that we could have done better.**
* Surgery very warm open windows!
* The service is great
* The waiting area was far too hot.
* Please check before giving us the appointment.
* Be more professional and more polite with customers and give accurate information.
* Following my symptoms and required more detailed checkup via MRI.
* Make sure there is some water to drink.
* Nurse and midwife were lovely and did their job well, but reception really need to prove their customer care skills.
* Online booking isn’t working for me. Sometimes I call all day without getting an appointment.
* The faster and better quality, the better
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