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| **In June 2023, 144 of our patients participated in the friends and family test. 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 or Poor** | **Poor** | **Very Poor** |
|  | **41** | **45** | **24** | **7** | **13** | **14** |
| 1. **Thinking about your response to this question, what is the main reason why you feel this way?**
* Actually I'm so happy with your service and your treatment and last your behavior is very great.
* Taking ages to do your processes
* I couldn't have my medicines in time
* Because my experience with your service was good.
* The staff are very helpful. When you first walk into reception.
* He explained everything one by one. He is kind and respectful. Thank you
* "It was hard to get an appt. Messaged through engage online, got reply soon and appt in few days. Had tele appt and sort. Super service. Convey my thanks to practice manager and GP Dr AM.
* "Neat environment and very courteous attendants, and an excellent doctor.
* Not to be mean but the men doctors are better than the women doctors. They don't listen and just give you what they think you should have. The men doctors listen to you.
* I made appointment with doctor but system not showed it
* I have an appointment with my nurse, she late for us all the time and we need to work
* Seen on time and HCA that attended to me provided clear and concise advice about managing my foot health.
* "Good service"
* staffs are nice and efficient .
* The Nurse was really professional and was ever smiling
* Quick, friendly service.
* The timely attendance to patients and the polite and friendly nature of staff
* Yet again no reminder on prescriptions due.
* What visit?it was a phone call you can't get to see a GP
* Picking of calls is a fundamental problem in your surgery, lack of patients follow, difficulties in having appointments by some patients, patients carry out blood tests and once the results are available at the surgery no one cares to update the patients like in my case, the admin team and medical team must take patients follow up very seriously.
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| 1. **Please tell us about anything that we could have done better.**
* I think nothing
* Love this doctors so very helpful and very friendly
* About booking appointments the process takes long whilst one will be sick, time for doctors appointment needs to improve
* To give my medicines in the right time
* This is too hot
* To have a blood pressure machine in reception area
* Communication
* Actually see people phone at 8am. Wait for answer till 8.30.sorry no appointment try tomorrow
* More details of what would happen during the visit
* it will be perfect if there is some improvement on telephone booking.
* Everything well
* More appointment availability
* I was 25 minuets late but I accepted that this was not necessarily the surgery’s fault
* Everything was great.
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