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| **In November 2023, 106 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** |
|  | **52** | **22** | **11** | **5** | **4** | **12** |
| 1. **Thinking about your response to this question, what is the main reason why you feel this way?**
* The service was good and staff reception was fantastic.
* Because I am happy with the service.
* Receptionist (Mary) was friendly and helped me with a query. "
* The Dr who took my bloods gave me a very relaxed visit to the appointment.
* Never had a better service online
* Very good interaction politeness
* Service was good and top notch.
* Midwife was lovely as ever. Very supportive and has confidence in me.
* "It was a smooth session from the beginning to the end."
* Because I was happy with service from doctor's to nurses was excellent perfect.
* Very helpful, professional, polite.
* The doctor was very caring and quick to respond and help
* The personal attention was excelent
* Listened to my needs during my medication review.
* The nurse was so kind and professional. He made me so comfortable.
* Dr maconi is exceptional very patient and caring and thorough
* Because the an appointment were fast Thank you so much
* Good service
* Phone answered very quickly, nurse very professional
* Excellent
* This time, my GP sent me to CDU after 6 months of asthma and allergy and they saved my life!
* Prompt, friendly and efficient staff.
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| 1. **Please tell us about anything that we could have done better.**
* Delay on phone calls should be improved especially where they could be an emergency
* Phone call
* I was very satisfied with the service. Thank you.
* Excellent service by the gentleman who took my bloods
* Nothing
* It was excellent
* Improve the phone accessibility especially in case of emergency
* "Making sure appointment are not mixed up.
* This happened to us at our last appointment at the practice."
* Nothing
* Service reception is slow.
* You don't need to do anything
* Had appointments available, though they did squeeze me in
* I hope that over time the waiting list will be shorter
* Nothing else just good reliable service thankyou
* I wish i was diagnosed and treated earlier than having to wait for 6 months
* A copy of the test results and prescriptions, if any, should be shared with the patient (email?) by default
* Perhaps looking into how to handle calls ( reception) . Sometimes it happens that you stay on hold for approximately 39 minutes by the time your call is answered there is no appointment available, whilst you have been referred back to your GP by Hospital as urgent. It leaves one, not knowing what do.
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