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| **In October 2023, 105 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** |
|  | **43** | **29** | **8** | **11** | **5** | **9** |
| 1. **Thinking about your response to this question, what is the main reason why you feel this way?**  * The Midwife was so caring and lovely. * Phone answering has improved tremendously it's nice to know you can speak to someone. * Yes, I haven't visited the surgery recently. * I got a message to book for blood test and went for appointment. He apologised and said it was a mistake by receptionist, it was with GP. * "The time of my appointment was messed up. The nurse that attended to me was however patient enough to sort us out." * I rang with an enquiry about why my prescription wasn't available, but no one answered. I rang 6 times over the day to no avail. I had to go to the surgery to ask. * I had a telephone appointment for Friday between 3:40-5:40pm for my son of 13 months old and i wasn't called * Thursday 12th October I went into the surgery to order my frequent prescription, they informed me that they would do that straight away so I could collect on the Saturday 14th or monday 16th from my local chemist. I went to collect Monday from the chemist, nothing had been issued, so I went back to my Gp who explained the electronic version had not gone through, so I would have to go back and collect from the Gp a signed prescription copy. Still not received my awaiting hard copy to collect. * I’ve been waiting for my telephone consultation but the Dr never call * To long for them to answer..over 20 minutes * Problems with reception staff in ordering my repeated prescriptions * They told me yesterday they will call me to talk to me about repeat my prescription. They didn’t call me again. * I was travelling abroad and missed my appointment * Because whenever i call the surgery for book an appointment ii always call 8:00AM and they picked up 8:20 or 8:30 that's okay i know everyone trying to call them that's why but in just 20 or 30 min they always told me that appointments are finished so we don't have any appointments for today I'm like disgusting man it's not good when we need it so badly not like emergency but just want to see the doc they never have appointments if we call on time or we call late they don't have any appointments and then I'm being angry on them then she give me 1 telephone appointment so like seriously man... * I went straight in ,no messing. * Easy and simple process * Professional work & friendly staff * My encounter with the Doctor was awesome. * the medical personnel is nice * Very good approach by the doctor. * I got to the appointment early, was seen early, and was treated efficiently - the healthcare and reception staff were friendly * Carl (nurse) was brilliant very professional GT my blood first try when asked what bloods floor he explained and told me when result come in to. * Everything is fine in terms of appointments and the tests I have done. * My Dr. Makoni, who I regularly see for my treatment is a very caring, pleasant, kind and thoughtful doctor. The staff at reception are cordial, caring and helpful. * Because in every case you answered me and treated me well * Great Staff At The Surgery Always Willing To Go The Extra Mile In Helping Me Out , Many Thanks ☆☆☆☆☆ * Phone call on time as promised. Brief, ro the point conversation * First class service * Overall a lot of improvements than previous years. The only thing to improve is the appointment login system. I had my blood test appointment for which I used the digital device to log myself as arrived. I waited for ten minutes and then asked the receptionist why my the nurse is not calling my name. she checked and said my appointment is upstairs in room 5. It would have been good if this was mentioned on the device where I logged in to avoid unnecessary waiting for both me and the nurse. * They always help me * Very good with there jobs talk very nices help fulll * Doctor very approachable and helpful * Everything went well * Very quick in and out * Midwife is very kind | | | | | | |
| 1. **Please tell us about anything that we could have done better.**  * All good ,let y know buy phone call gp rings makeapt gp dose , * Don't treat your patients like you don't trust them, treat them kindly, with the bedside manner you are supposed to display. Gruff, deep voiced woman who could not care any less about my concerns if she tried. * Not really * Nothing * Not applicable. * Please call me * Get rid of the text saying you got a phone call instead. * They could have informed me so that I wasn’t putting stress on my permanent illness, which stops me from walking to far. * Please call your patient if you promise an appointment. * Be more understanding of dementia. * Get the staff to listen to what is being said. * They just ignoring us I don’t know how was the surgery work from few days I am waiting for to get my eczema cream but I still I don’t get any answer from you guys. I’m feel very sad from the GP. * "Send a confirmation sms on the day before the appointment would be helpful to me to be able to reschedule this appointment". * So i just wanted to tell you that if patients ask for it please give them whitout any arguments cause your receptionist are never ever allow us if system don't have any records..please don't mind thank you " * Follow up calls next day * If someone booked appointments should be seen before 2 hours of parking. * Not given me a number for sn out of hours doctors that was closed * I got what I wanted from you | | | | | | |