

## Family & Friends Test February 2019

|             | Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely | Don't know | Total |
|-------------|------------------|--------|----------------------------|----------|--------------------|------------|-------|
| Handwritten | 1                | 1      | 0                          | 0        | 0                  | 0          | 2     |
| Online      | 91               | 88     | 16                         | 14       | 6                  | 0          | 215   |
| Total       | 92               | 89     | 16                         | 14       | 6                  | 0          | 217   |

### Selection of comments included were:

#### Extremely Likely:

- The nurse who takes my bloods – Ms Marie Brown is kind, knowledgeable and professional. Her injection technique is very good and I don't even feel the needle going into my vein.
- Great service.
- Good, kind doctor.
- Generally always get an appointment when needed, especially with the online booking now available.
- Doctor we had was amazing. Dr Deepak Kumar.
- Went in on time.
- Helpful, polite and efficient.
- Dr Keeble, although running late, did not rush me through my appointment.
- Although it is a pain to stay up to midnight with a finger poised. If you are quick enough, you can always get an appointment. Doctors all pleasant.
- I went to see the nurse and she made me feel comfortable and relaxed. Great nurse.
- Friendly, professional and efficient.
- Able to get an appointment for blood test the same day I booked at a convenient time for me. Phlebotomist, Angela, saw me on time, was cheerful and pleasant and what's more it was the easiest blood test ever – I never even felt the needle go in, and no bruising after.
- All staff I have seen have been helpful, friendly and efficient.
- Was seen on time. Very professional and also caring.
- Rang on time and very helpful.
- I was listened to and not made to feel stupid and my issue was resolved very effectively.
- Received call on time, clear questions and quick resolution.
- Appointment today was for a smear test. They explained everything thoroughly and helped to put me at ease.
- Telephone appointments are available.
- Caring doctors.
- Straight forward process of appointment to meeting, all questions answered.
- I gave that answer because they are always helpful.
- All nurses at surgery are wonderful.
- On time. Pleasant lady phlebotomist. Extremely efficient.

- Excellent advice and care from Jane Webster.
- Have always had professional and friendly service and treatment.
- Dr Keeble was understanding and I feel so much better in 2 weeks.
- Friendly and reassuring.
- Nurse was extremely kind and efficient and helped me greatly. Thanks a lot.
- Excellent service from HCA. Jane Webster always makes me feel at ease.
- Kind and caring doctor took their time to talk to me and reassure me.
- The Doctor was very good and thorough. Very helpful and put me at ease. I thought I was wasting the Doctors time as I only had an asthma cough but she gave me steroids for an attack.
- Very pleasant staff and stress free experience.
- Really helpful and caring.
- GP was very helpful.
- Doctors are always interested and try to find solutions. Clean surgery and rooms too. Thank you.
- The GPs could not have been more kind, helpful and understanding.
- The doctor phoned within a couple of minutes of the appointed time to review my medication and suggested that in future I can order two months at a time rather than monthly, as at present.
- Nice facilities, no waiting around, friendly receptionists, nice doctor.
- Pharmacist was very thorough, understanding, and patient.
- Friendly staff efficient service.
- Nurse was very helpful and thorough.
- Appointment on time as usual.
- Very helpful staff and nurses were lovely.
- Great Nurse.
- Always happy with the surgery.
- Because you're good.
- Dr Keeble is an amazing doctor.
- The biggest problem is that you are not able to get Face to Face appointments with a doctor when you like unless you make them well in advance. Otherwise everyone else is always very helpful also when you see a doctor they are pleasant. Not everyone wants to have a call back.
- Appointment was late but the nurse apologised and was very welcoming/friendly.
- A very nice doctor. She explained everything to me and was prepared to listen as well.
- It's a busy surgery but always deals with my needs so wouldn't know what to change at the moment.
- They are always helpful.
- Very understanding, caring doctor.
- I was made to feel extremely comfortable by the nurse that I saw and positive about my smear. How it was conducted and what I should expect in relations to my results.
- Good communication.
- Can usually get an appointment fairly easily and doctors are always helpful and listen.
- Access to a wide range of services. Excellent staff.

- I love this surgery. Always treated with respect and never have a problem getting an appointment either on telephone or by going into reception before the phone lines open. Don't normally have to wait too long if doctors are running late and always with an apology. Very professional and thorough. Great team of Doctors, nurses, admin and receptionists. Keep up the good work.
- Good service. Good communication.
- Good communication.
- Friendly and efficient.
- Service was on time and had the outcome I needed.
- Receptionist helpful and friendly. Dr was very thorough and was able to get an appointment when needed. Thank you all so much for the excellent service.
- Convenient appointment. Tests carried out straight away and referral to hospital made.
- The doctor was very thorough.
- Friendly and reassuring doctors. Good staff.
- There is always one doctor you can see but you do have to choose carefully. They try their best I think.
- I do often need emergency appointments but when I do I use the online service. Staff are always friendly too.
- Caring attitude.
- Phone call from doctor was on time and my prescription organised.
- Doctor listened and gave advice.
- A very kind and caring doctor.
- Prompt service and pleasant nurse.
- I can mainly get an appointment when needed and the online booking system and access to my records/results is really good. As there are many doctors' there is always someone appropriate to discuss problems.
- The lady takes blood so quick and painless - she is an angel with a needle. So grateful to her. She looks after me every 4 months with a blood test and has restored my faith with needles again.
- Prompt and friendly.
- I have recently been diagnosed with diabetes and have received an excellent service from your surgery.
- Nothing immediately comes to mind.
- Knowledgeable GP who listened and was able to give great treatment advice.
- Extremely helpful and child friendly doctor.
- I was put at my ease which helped my fears.
- A friendly member of staff who was kind and professional.
- Dr Keeble.
- Very good.
- I think we have an excellent surgery.
- I am always seen on time and the Dr is always thorough.
- Prompt and professional advice.
- It's always so friendly, every doctor is fantastic. Receptionists and lady that deals with prescriptions are all so helpful. I think I am very lucky that my daughter and I are patients at Audley Mills.
- Dr was friendly and on time. Listened didn't make me feel like a nuisance.

- The doctor was extremely helpful.
- Excellent doctors and medical staff also reception service and admin staff.
- Good doctor.
- Over the phone consultation saves time.
- Always good and helpful.
- Frequent text reminders of appointment.
- Everyone is helpful.
- The practice team keep you informed of other options rather than just having to see a GP. Plus they are very friendly and helpful.
- GP gave me a good amount of time on the phone to explain my symptoms. He explained his diagnosis clearly and made me feel reassured.
- I was seen promptly in fact before the appointment time and was treated excellently. Thank you to the phlebotomist.
- Dr Whiting was extremely helpful and understanding.
- They are up to date with IT communication with their patients which helps me make sure that I am never late for an appointment and I always know who I am seeing.
- Was listened to and not rushed. Discussed options and genuinely felt she was trying to sort out my problem. Made referrals.
- Prompt and efficient service.
- No problems once you have an appointment, service is very good.
- Able to chat to doctor in my own home and doctor was very sympathetic and listened and made me feel like she wanted to help me – not judge me. I was anxious about coming to the surgery. Phone appointment is very beneficial to people like me who suffer with anxiety about being in waiting rooms with lots of people. I was anxious about facing the doctor to... but after speaking with her on the phone I now feel less anxious to come to the surgery to speak to her.
- No reason to improve the service all was fine.
- Impressed by the person who called me regarding my medical repeat prescription. My thoughts were that he really cared about me and did not treat me like just another voice on the phone.
- Very thorough exam, kind and helpful gp.
- Staff and doctors are very caring. A minor problem is booking appointments not always easy to get an appointment. But I still think everyone does a good job.
- Very efficient, good understanding.
- Always manage to get an appointment.
- Always friendly and efficient.
- Excellent visit and advice given.
- Easy to get appointment online. Seen on time, friendly staff.
- We as a family are always treated with respect.
- Caring attitude and thoughtfulness.
- The surgery is run very efficiently, staff are very helpful particularly the receptionists.
- Excellent Service.
- I invariably get excellent care and advice whenever I visit my GP which means that they have my full confidence in giving the care my family needs.

- Efficient , friendly and approachable service.
- The reception staff were friendly and the doctor extremely competent and sympathetic.
- My nurse was helpful and caring.
- Great Care.
- Because staff helpful and nice doctors.
- Keeping to my appointment time, greeting me and had my history available so answered all my questions immediately. The nurse was professional and pleasant.
- A prompt, polite and precise service.
- Polite and courteous.
- They are always very reliable.
- Very professional.
- Receptionist was helpful and so was the doctor. I didn't feel rushed and he took the time to help me.
- Very helpful and friendly staff.
- Fabulous surgery and doctors, I have always managed to get an appointment when required.
- In particular the receptionists are so helpful and are always willing to take time to sort me out.
- I love the phone appointment, it's so much easier.
- To obtain professional assistance for whatever health problem exists.
- Booking online is so much easier.
- Very friendly and thorough.
- Dr O'Keefe took time to listen and proved me with sound advice, Excellent GP.
- Very pleasant and professional.
- A very efficient and happy smiling nurse who made me feel at ease.
- Excellent doctors efficient and professional as are the nurses and admin staff.
- Good Service.
- Very clear explanations of treatments, very friendly manner.
- Prompt Service.
- How to get a doctor to sign me off work after discharged from hospice.
- Very helpful reception staff, interested knowledgeable GP.
- All the doctors are superb.
- Mrs Webster was clear concise and very helpful and friendly.
- Treatment was as usual first class. My only complaint is I wish you had let me know my appointment had been postponed for an hour.
- Everyone is so helpful and callbacks are an even better service.
- Clear, straightforward advice,
- Very personable. Took the time and provided clear explanation and advice.
- Initial phone appointment was efficient. The doctor at my face to face consultation seemed genuinely interested in my issue and took appropriate action.
- Very professional and useful advice.
- Dr Keeble is so friendly and professional.
- Excellent service can't complain about anything.
- Mr Patel very helpful, pleasant young man.

- Because I was treated with courtesy and care.
- For their professionalism, care and knowledge.
- Doctors listened, discussed clearly.
- Dr Zoe Keebler is so lovely and she understands.
- Very efficient, good understanding.
- Brilliant service, the doctor has listened and helped me so much with my health problems.
- Doctors are very helpful and on the whole they have time to listen.
- Quick and helpful.
- Brilliant service every time I have spoken to the surgery, but today visit to Angela Morris wasn't great, not talkative, didn't ask me if I was ok, if I was ready for my blood test, just gave me a pillow.
- Great service Dr O'Keefe was fantastic, told me everything I wanted to know.
- Just wanted to thank you for such an efficient service. Receptionist very polite and helpful, no trouble getting appointments or repeat prescriptions, very great service.
- Because I was treated with courtesy and care.
- For their professionalism, care and knowledge.
- Doctor listened and discussed clearly.
- The pharmacist was polite, efficient and very helpful and gave me useful service.
- Dr Keeble took time to listen and I didn't feel rushed.
- Very pleasant doctor made me feel ease and very attentive. She was very reassuring and would definitely want to see her again.
- Friendly service, appointment was on time. Nurse was efficient.
- Helpful Staff.
- Helpful friendly nurse.
- Consistently helpful and friendly.
- Receptionists were very pleasant and respectful on my arrival, called by GP on time. GP aware of my issues and was helpful and understanding.
- The doctor I saw was extremely lovely, took time with me to fully understanding the condition, explained everything fully. I actually felt she cared and wanted a resolution to my issue.
- Excellent professional assistance, great with kids and parents alike.
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**Likely:**

- Helpful receptionist and doctor.
- Doctors are fantastic but difficult to get an appointment.
- Dr Horner is a lovely, friendly Doctor with vast medical knowledge. Unlike one of the older doctors in the practice.
- Always been satisfied.
- Always helpful and friendly. Also professional.
- I saw a nurse today she was very good at her job.
- Lots of information from the nurse and provided me with what I needed.

- Appointment access is a challenge but accepted as the Rayleigh population is increasing all the time.
- Although I was given the wrong building, I was seen promptly.
- Staff and nurses and doctors are all very nice and very professional.
- Medical staff are great, always very friendly. However, the reception staff are generally awful – always rude, condescending and patronising.
- There are a number of doctors available.
- Lovely, friendly nurse made me feel very comfortable.
- Easy to book an appointment and good availability.
- Everything went ok this time. I don't know why we can't phone for an appointment until 8am. Let us know why.
- Experienced and empathetic doctor, who gives a really personal service.
- Making the appointment online was simple. However the doctor's manner could have been improved. Looked at his screen for most of the time apart from the 5 seconds he actually examined my baby. And said three sentences – What is the problem today? Your son has... and I'm not sure, maybe google or YouTube it. (when asked for advice on how to administer eye drops in an infant)
- Manager helped my husband, was very helpful. Thank you sue, you do amazing work.
- Always been pleased with the service and usually efficient. Did have to wait for an hour for a call back appointment time but do understand the doctors are very busy.
- Appointment on time. Nurse had obviously read my notes.
- Service and treatment good but always very busy. Well done.
- The lady I saw today made me feel comfortable and at ease.
- Generally good doctors who are helpful and sometimes pragmatic in their approach to patients concerns.
- Having visited GP 2 weeks ago and keeping a record of my blood pressure which was high. Having a call back was ideal.
- Quick response.
- On this occasion we were soon within about 10 minutes of our appointment time and had a consultation with a doctor we haven't seen before. She was happy and attentive to our needs. We came to a satisfactory conclusion.
- Hard to get an appointment at short notice.
- The doctor I saw today actually listened. Exceptional.
- Friendly and examined everything that was necessary.
- Happy with the service.
- It is what I would expect.
- It's ok.
- It is very difficult to get an appointment but then again it is at all surgeries. When you are seen it is generally a good service.
- Doctors are good.
- I really like the efficiency and help provided. Dr Whiting, Dr Genthe, Dr Wright in particular have been brilliant during my appointments over the years. The only part that I would like to see an improvement on is the service when I call in to make an appointment/enquiry. I totally understand that this team are under significant pressure but often I feel that I am a nuisance and

they seem disengaged and often lack empathy/understanding. Overall Audley Mills is fantastic. I really like the telephone appointments too.

- Happy with the service I got today but it took 3 weeks to get a face to face appointment. Even when I logged on to the online booking system in the middle of the night to get an 'on the day' appointment.
- Due to the risk of being given an appointment with Dr Rehal I would never use the term 'extremely likely' to recommend Audley Mills Surgery. Dr Rehal is rude and needs to learn the meaning of good manners. She should be respectful of the patients she deals with and realise that when people come to her for medical advice or treatment they are usually at their most vulnerable. They may have waited up until after midnight to go online to secure a same day appointment as it's virtually impossible to call at 8am and get through to the surgery. Or you can wait 2-3 weeks to see a Dr that you know and they will not try to make you feel as though you're on a clock before you've even closed the door behind you. Anyone with any common sense knows that doctors have to keep their time with patients as brief as possible due to the amount of people are now on the Audley Mills register.
- Friendly, kind staff.
- If you get continuity getting the same doctor you feel as if you are being looked after.
- The receptionist was very tetchy. She really needs to have more patience and less attitude.
- Very understanding and thorough doctor.
- Excellent service from nurse I saw.
- Good friendly service.
- Although I had to wait for 3 weeks, I got an appointment with the GP that I wanted. If you're happy to see any GP you can get an appointment much easier.
- Pleasant attitude of receptionist and health care assistant.
- The staff, particularly at the reception desk are very friendly. The doctors I have seen take my concerns very seriously and are very helpful with next steps.
- Not all staff are as helpful as others.
- Nice doctor, but give quite limited answers, could have elaborated more.
- It's not as difficult to get an appointment as it seems to be in many practices.
- Quick and helpful.
- Appointment was on time, dealt with all my needs without rushing me and GP was very helpful with regards to other spots.
- Based on reported waiting times at other surgeries, Audley Mills appears more efficient in handling its patient base.
- Very pleased with the service.
- Received good advice over the telephone.
- Always received a good service, happy with the call back system.
- Easier than visiting, saved my time and the doctors.
- The majority of the GP's at the surgery have good listening skills and are very understanding, however, the odd one or two are too matter-of-fact in their manner.
- Be a little more cheerful
- Very efficient, good understanding.

- Quick and easy.
- The call back was earlier than the appointment time which wasn't a problem but could be for some.
- Good doctors. Hate the booking system, can't see the same doctor easily.
- My appointment was on time and my problem sorted.
- Service was prompt and friendly.
- Great Explanation of results from the nurse, answered all my questions.
- 10 minutes for appointment may work for some but if you wish to combe problems then it's not enough time. Problem is this is pointed out at the beginning of appointment and wasted time.
- Fine for blood tests.
- Making it easier to get an appointment with doctor of choice.
- I like the online booking system.
- More appointments being available on the day would be helpful.
- Friendly and didn't rush me, answered all my questions.
- Able to get appointments at short notice (as long as you stay up late or get up early) and book routine appointments in advance.
- The service was quick and prompt, however the booking system still takes getting a bit used to.
- Easy method of non-urgent consultation.
- Sometimes an issue can be dealt with as a phone call. It is not always convenient to do a phone call consultation.
- It is a good practice, my only concern is that you can never get an appointment after the phones have been open just 15 minutes.
- Very polite and very helpful.
- It depends which doctor you see. My experience with the three doctors I've seen has been excellent.
- Great doctor, helpful and polite staff.
- Find the receptionists unfriendly and not helpful, can never get a face to face appointment with my preferred GP.
- Very polite and helpful.
- It depends which doctor you see. My experience with the three doctors I've seen has been excellent.
- Let you know when your appointment is .
- No problem with getting an appointment and very friendly.
- I can get to see a doctor.
- Nurse was amazing whilst performing smear, put me at ease, very friendly.
- It's impossible to get an appointment on the phone after 8.20am.
- Good staff. Able to get appointments fairly easily.
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**Neither likely nor unlikely:**

- Appointments seem hard to book. I had to go online at midnight to book an online chat appointment. Other surgeries don't have this and they work ok?
- 50/50 half the time you will be seen on time and other times you will have to wait to be seen.
- I rang the surgery for an appointment to arrange to have a bowel sample requested by the hospital on the same day. I spoke to the receptionist Michelle. She was so fierce, unsympathetic and rude and wouldn't listen to my reason for the request. Offered me a ring back call from the doctor. She was abrupt and gave me a slot for the following week then finished the call. I was very upset and rang back and spoke to another receptionist, who listened with sympathy and entirely understood she offered me a call the next day for which I am very grateful. The surgery relies on the attitude of the importance of an empathetic first contact. Sadly not the case in my experience. The second lady was excellent and has restored my faith. I know what a difficult job it is dealing with people who are stressed, but I did this on a regular basis for 40 years. Thanks for the opportunity to share this.
- Receptionists not to ignore patients that are waiting in a queue to be dealt with and not walk off and have a chat when people are waiting.
- Can't get through to the surgery at the best of times. When I try to book on the internet, the appointments are always taken. Can't get through in the morning at 8am as always engaged and then when you do get through all the appointments are taken and if you are ill I don't know what you are supposed to do.
- Was a waste of time as they want to see my daughter face to face, and I have been unable to book an appointment even when I went into the reception they booked me in for another call back which I didn't realise and cancelled. Would have been better if the doctor could have booked me in as I still don't have an appointment.
- Waited 55 minutes for phone appointment.
- Terrible problems trying to get an appointment for my son. Ended up in hospital then needed an appointment to see the gp to get a referral and could only get a telephone appointment, which was 1hr and 20 mins after it should have been. Was then told doctor would have to see my son so took him up there so I could get a referral for a paediatric appointment at the hospital. Can hardly ever get through at 8am for appointments. Have stayed up past midnight and still no appointments. Once you get seen the doctors are good but nightmare getting an appointment.
- Not being able to get a face to face appointment because you do not have time to call first thing due to work commitments.
- There are about 6 GPs only that I like to see the rest are almost negligent in their approach.
- Not easy to get an appointment with a preferred doctor.
- Most doctors are great but booking system needs improvement.
- It is difficult to book appointment but I would like to keep with a single doctor rather than keep changing. However, I do understand that doctors have different skills and knowledge base and that it is good to see the right doctor for the specific problems we may have. Just like consistency and to building relationships.

- Even though I had an early morning appointment, the doctor was running 25 minutes late.
- The appointment system has patients needing to on occasion log on at midnight or queue at the surgery entrance at 8am. We are told due to a shortage of doctors, surely the additional funding for the nhs will attract more even if there is a wait.
- Most friends and all family are patients already.
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### **Unlikely:**

- Miserable unhelpful receptionists. Hard to get an appointment. I was 7 minutes late for my blood test and she wouldn't see me? Yet I have sat numerous times in the waiting room and the doctor is running late and have just had to wait sometimes 20/30 minutes it seems it doesn't work both ways.
- I have always been very satisfied with the service I have received from everyone at Audley Mills. For a 5 minute phone call I would've expected the Dr to have had my notes on the screen before he rang or have at least some idea of my situation. 6 weeks ago I had a serious operation. I had to tell him this. This took up time that precluded me from asking my second question which would have been brief and straight to the point.
- GP was supposed to ring at 11:55am on my mobile, which was clarified with by the receptionist and didn't ring. I had my mobile on me at all times and no calls. Then I rang at 1:30pm and was told that the GP rang but no answer but had my mobile on me at all times and no missed calls.
- Unhelpful and abrupt staff.
- Very difficult to get an appointment at any time.
- It is practically impossible to get an appointment at a time when needed.
- Having to wait over 20 minutes to be seen. Not helpful when on limited parking and trying not to get stressed out as I was there for a blood pressure check.
- The booking system is a nightmare. I know the surgery has tried to make changes to this but calling up at 8am to get an appointment is not every helpful. The line is always busy and I call at 8am on the dot. I wait on my mobile for it to tick over from 7:59am and I still get told but the automated system that the surgery can't take my call due to the volume of people calling. By 8:07am if I haven't managed to get through I can guarantee when I do I will be told all appointments for the day are gone and call back the next day. That being said I can't speak highly enough about the nurses at the GP surgery. They have all been amazing, I can always get an appointment over the phone to see them and I think they deserve so much more praise for what they do.
- Doctor wasn't really listening to us because we were a few minutes late.
- It took 2 weeks to get a doctor to do a phone appointment.
- It's almost impossible to get an appointment when you need one.
- The fact that I have to queue for an appointment at 7 in the morning because all the spaces will have gone by the time I ring at 8am and I can't book in advance.

- My visit to the doctor was important to me, I came away feeling that I had been interrogated and what I was explaining was being dismissed. Maybe this kind of reception should be kept for the dna's.
- Very difficult to get an appointment. The current system for booking appointments is not helpful.
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**Extremely unlikely:**

- Had two appointments with the nurse scheduled – both appointments cancelled due to illness.
- Waited all day to book an emergency appointment for my 2 year old son couldn't make it till 2pm and was told appointment was at 4:40pm. No text message to confirm this time. I was only sent a text message to notify me that I had missed his appointment at 3:40pm not 4:40pm like we was verbally told. Rang them straight away and was told he wouldn't be seen now and to call 111. 111 were lovely, however after a telephone consultation it was clear my son still needed to be seen but they couldn't give me an appointment till after 6:30pm and I'd need to call back. Rang my GP surgery back and asked again if he could be seen as 111 have advised he needs to be seen, only to be told to take him to A&E. Not helpful at all and no compassion from Audley Mills either.
- Waited too long and still none the wiser to what will be done.
- I have been coming to Audley Mills surgery since 2010 and have not been able to get proper treatment for my ailments. I have been going around in circles, having the exact same tests and not being listened to. I feel that my chosen profession is not considered relevant and that the focus of the surgery is more on budget than actual patient welfare. My wife has also been having the same problems. We have been lied to on numerous occasions and have been forced to contact medical specialists in other parts of the UK to get proper treatments. A number of the GPs at Audley Mills have been extremely condescending towards us and now treat us as though we are being deliberately awkward. I will never set foot in that surgery again and am actively seeking an alternative surgery. I will most definitely NOT ever recommend Audley Mills Surgery to ANYONE. I am disgusted with how we have been treated.
- Extremely difficult to get an appointment end up going to out of hours at hospital.
- It's so hard to get an appointment unless you know you are going to be sick in a weeks' time. If, like me, you are up for work early each mornings it's impossible to stay up until midnight to book an appointment online. If you call at 8am, and get through just a minute or two afterwards, there are no appointments left. The whole process is very frustrating. I could hardly recommend this to anyone else.
- Find the receptionists unfriendly and not helpful, can never get a face to face appointment with my preferred GP.
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