

NHS Friends and Family Test 2026 - June

Q: Please tell us about anything that we could have done better:

Free text question. There were 80 responses: We have excluded those that stated nothing or N/A all good etc

Patient Suggestions	Practice Comments
Maybe speak to Nurse about changing her technique. Also, in future try to ensure appointment is with another nurse. This aside, I have no complaints with the service provided by Plowright Surgery in general. Always helpful, friendly and efficient.	We have taken this onboard and will discuss/ assess with the member of staff to see if we can make improvements to her technique.
Be Helpful	
Try to get someone with the confidence to find the answer	
Appointment ran to time. Nurse carried out various tests and asked questions but felt it was a little rushed and had to remind nurse I hadn't given her my urine sample.	We will remind staff to be mindful of rushing patients.
Found the issue so I can live a normal life again!	
Play less loud music in the reception area!	We play music in the waiting area for confidentially reasons. This helps mask patient conversations with the reception team. We choose a station that has a varied mix of music to suit most tastes. We appreciate that this will not be to everyone's taste.
Come to my house. Save me coming out	GP home visits are reserved strictly for patients who are genuinely housebound (unable to leave home for any reason) or those with a severe medical condition that makes travel impossible or life-threatening. A doctor's ability to properly assess and to treat a patient seen in their own home is often impaired by the far from ideal clinical situation of poor lighting, unhygienic conditions, and such simple difficulties as soft beds making it impossible to palpate abdomens correctly. This would also impact on the amount of patients a GP could see in one day, just one home visit could take a GP out of clinic for up to an hour.
Read my notes!	
I assumed that I would need to blow into testing equipment before and after using the inhalers? As I have done before. I answered the same questions in the surgery as I had online - surely this was a waste of both our times? I did blow into the peak flow meter, but that's all.	We provisionally collect the data for our asthma reviews via an online form, this is reviewed by the respiratory nurses and other factors are taken into account, ie number of inhalers issued over the course of the year, any hospital admissions etc. Sometimes this can result in the patient also being called for a Face to Face appointment to check.
Maybe something to cool the patients while they wait in the waiting room?	Unfortunatley, we do not have air conditioning in the practice and following a riask assesment it was determined that the use of portable fans dotted around the reception area, posed a risk with trailing cables, childrens fingers and could exaserbate the spread of infection. Both sites have cold water fountains and the reception team try to keep the area cool in other ways, close blinds, switch of lights, open doors to provide fresh air.
We should be able talk about every thing that is worrying you,as it may be connected	We appreciate that patients should feel able to discuss everything that is worrying them with the GP. Our appointments are often limited in length, and clinicians need to prioritise the most urgent issue or the reason for the appointment to ensure it can be assessed safely and thoroughly. If you let reception know you have a couple of issues to discuss, they will book a double appointment. When additional concerns are raised that cannot be fully explored within the available time, patients may be advised to book a further appointment so that each issue can receive the attention it deserves.
Quite happy with my experience.	All feedback is shared with staff to reinforce good practice and show patient support
Everything was done efficiently.	
Wish you could have more of Kelly Barnes attitude in practice, including GP's. Thank you.	
No way could you	
I am know experts sorry	
Nurse did say come back and think I will need to, toe still septic and painful	
Nothing needed to be done. As always I'm very happy with the service at Plowright .surgery.	
Nothing you could have done better	
Nothing more everything it's great	
I would find that very difficult. As the inspection Very in depth to detect problems. First class!	