

Friends and Family Results 2022-2023

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 1	0	0	0	0	0	0
Sidney House	QTR 1	3	3	0	0	0	0
The Laurels	QTR 1	0	0	0	0	0	0
Totals	QTR 1	3	3	0	0	0	0

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 2	0	0	0	0	0	0
Sidney House	QTR 2	3	1	0	0	1	0
The Laurels	QTR 2	0	0	0	0	0	0
Totals	QTR 2	3	1	0	0	1	0

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 3	0	0	0	0	0	0
Sidney House	QTR 3	2	0	0	0	0	0
The Laurels	QTR 3	0	0	0	0	0	0
Totals	QTR 3	2	0	0	0	0	0

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 4	0	0	0	0	1	0
Sidney House	QTR 4	11	2	2	0	0	0
The Laurels	QTR 4	1	0	0	0	0	0
Totals	QTR 4	12	2	2	0	1	0

Comments

just very pleasant, 2. can always get blood test booked,
 3. I have seen ***, paramedic nurse, twice this week. She is very professional and caring. She listens very carefully to problems and acts quickly. Very reassuring, 4 like the phone system,. 5 have always been happy with care and attention, receptioninsts very helpful

Very good service, staff very helpful. Would help them if they had more staff so phones could be answered quicker

very helpful and friendly, very helpful + friendly and caring

Vert Poor: Attempts to book an online tel apt impossible, especially if disability prevents you from moving fingers quicly to book the very few offers - 5 this morning. Telephone at 8am impossible - always engaged! I cannot get to ** for 8am to join a queue. PLEASE HOW DO I GET AN APPT!!

We needed an emergency appointment for an ear infection for my * year old son.
 We were able to get this quickly.

Thourough help with my issue
 99% wonderful, 1% me being unreasonable
 Staff always professional & helpful would not hesitate to recommend surgery
 Today ok as only blood test, however I tried last week several times for an apt + tried the call back service, but no one returne a call.

Receptionist was a abrupt and rude not just to me but to other patients whilst I was in the department, ***. The screen checking service has an error as it tells patients of Dr that even if their appointments are at Sidney House Surgery thst it isn't. This then worries patients that they are in the wrong place even though they were told Hatfield Peverel. This needs fixing or don't use it until it is as it is unnecessary stress as it's not easy getting an appointment at the surgery to then worry you are going to miss it because of misinformation. The other receptionist was polite and helpful. Shame about her colleague.

Dr * was sympathetic to my son who has been ill, she was caring considerate and as a mum I was so grateful for her help & assistance

Blood test fine, I have never had an EG so an explanation of procedure prior to start would have been helpful,
practice generally follow up poor in my experience, impossible to get through on the phone and few appts

Telephone system much better, recetionist very friendly and helpful

Fantastic and caring, easy to talk to

My only issue is online booking with no apt at 6pm only blood test

Always very very helpful

fantastic lady, made me at easy and made the experince a positive one

very helpful, friendly staff

staff are friendly, helpful, careing and the updated phone syustem

is great, thank you all

both receptionist and pharmicist very helphul,

S1 was working so no need to queue for the desk to log in that I am here

very nice nurse

Got an appoitment straightaway

Covid jabs given earlier than appointment which was good