

# Farley Road Medical Practice

Date  
1st October - 31st  
October 2014

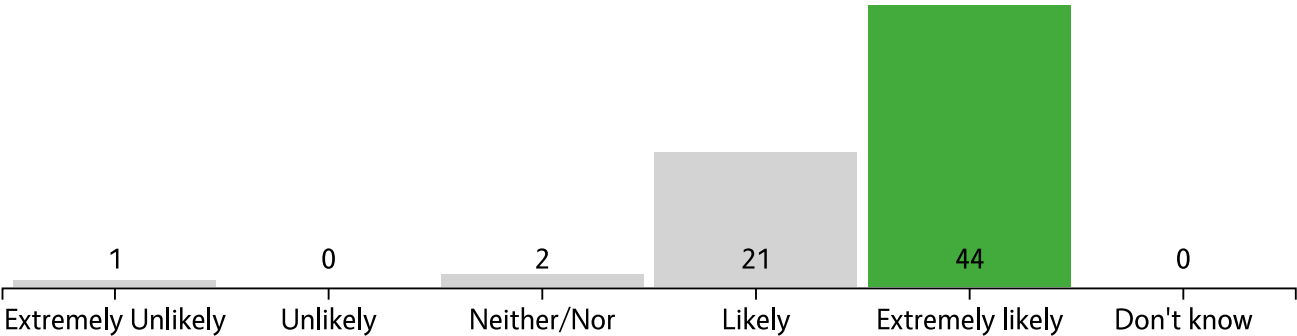
Average score this period



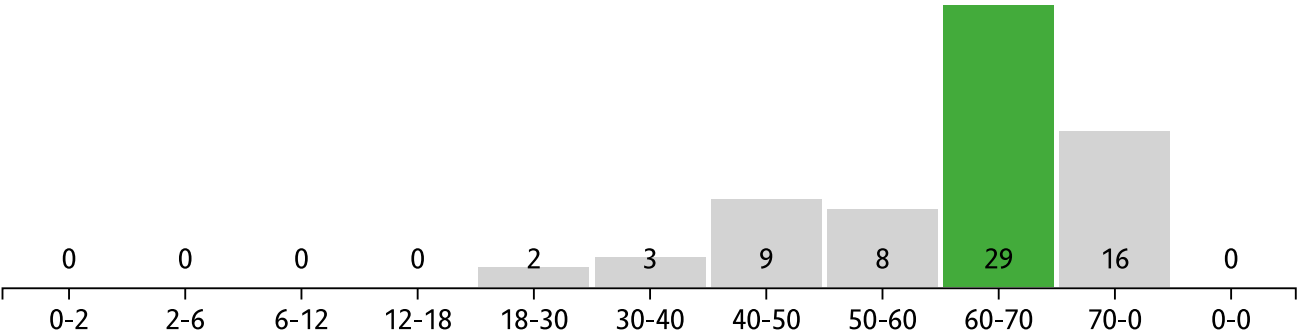
Reviews this period

68

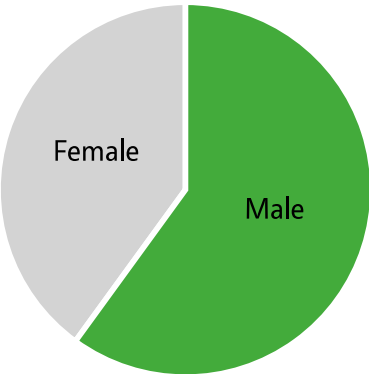
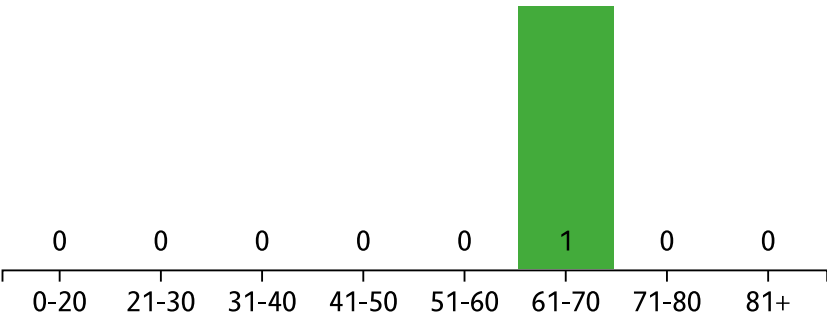
Reviews by score this period



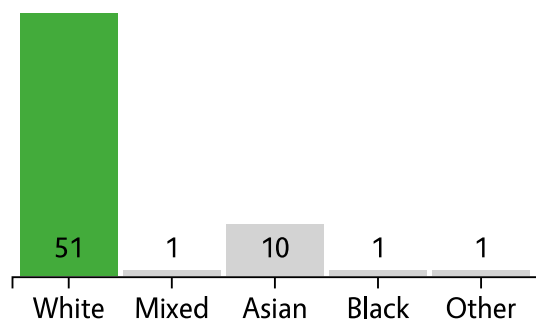
Reviews by age



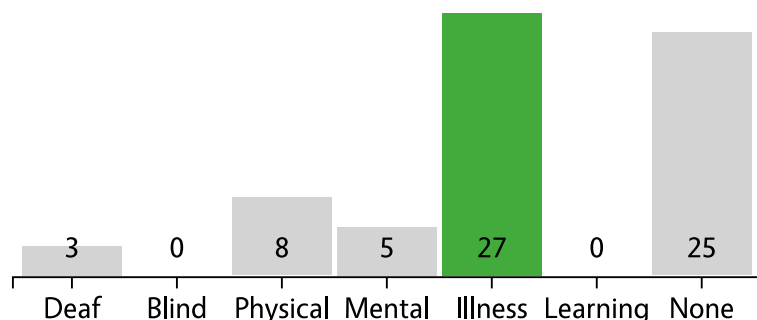
Reviews by age



Ethnicity



Long-standing conditions



5

Involvement  
Cleanliness  
Staff  
Appointment

5.00  
5.00  
5.00  
5.00

Source: online

I have been with this surgery for over 18 yrs, it's been the best choice I ever made. The doctors have changed in this time , but the service has always been exceptional from the reception, nurses, nurse practitioner to the doctors. I have recommended this surgery to many for my friends and neighbour, especially the ones who have had problems with their own doctors. These doctors have great knowledge, friendly, are great with children. This surgery has excellent standards. Highly recommend.

5

Involvement  
Cleanliness  
Staff  
Appointment

5.00  
5.00  
5.00  
5.00

Source: online

I have been registered with this surgery for over 10 or so years. This is an excellent doctor's surgery & the practice is staffed by a pool of doctor's, all of whom are polite, courteous & very professional. 10/10

4

Involvement  
Cleanliness  
Staff  
Appointment

4.00  
4.00  
4.00  
3.00

Source: online

Good communications. They always have the relevant records in front of them. Clean, well appointed waiting area. As pleasant experience as one could hope for.

4

Involvement  
Cleanliness  
Staff  
Appointment

5.00  
5.00  
5.00  
3.00

Source: online

I find the surgery has pleasant surroundings, but am not keen on the music being played. I would rather sit in silence with a book or magazine.

5

Involvement  
Cleanliness  
Staff  
Appointment

5.00  
5.00  
5.00  
5.00

Source: online

5

Involvement	5.00
Cleanliness	4.00
Staff	3.00
Appointment	5.00

Source: online

4

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	4.00

Source: online

On some occasions it may be difficult to get an appointment with the particular Doctor of your choice however, I have never not been offered an appointment when I have called at short notice. The receptionists are professional in dealing with enquires and friendly enough to make you feel comfortable but not so friendly that they waste yours and their time with needless conversation. I have used this practice with my family for well over a decade and have never felt that a minor enquirey has been taken any less seriously than something a bit more major. On every visit we have been treated with respect, politeness and often been given helpful additional information to take away and read. I have recieved both reassurances when no treatment has been necessary and suitable medication to treat conditions as required. On most occasions I have not had to wait beyond 20 mins of my given appointment time. The nursing staff on site provide additional care and minor treatments to the highest standard, supporting the doctors, and patients alike.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

Fantastic service -rang at 8.15 and got an appointment at 10.10 Always very helpful - only slight criticism is the late running of appointments (20 minutes or more sometimes) but why care with all the other plus points

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

We have been at this practice for over three decades, and would wholeheartedly recommend this practice to anyone.

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: online

This really is a very nice Practice and all of the Doctors, Practicioners and staff are excellent and very caring. It would be great if more appointments were available via the internet and especially for the Forestdale Surgery.

5

Involvement	5.00	I have never had difficulty in making an appointment or had an extended period between making and having the appointment.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	I have used this surgery for many years and in every case that I have had cause to use them and this is on a regular basis everyone is delightful - very friendly - extremely cooperate and considerate. I thank my lucky stars that I am subscribed to this surgery as the stories that the media print regarding the NHS and it service are certainly not true for here.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	3.00
Cleanliness	3.00
Staff	4.00
Appointment	3.00

Source: online

5

Involvement	3.00
Cleanliness	4.00
Staff	3.00
Appointment	3.00

Source: online

4

Involvement	4.00
Cleanliness	5.00
Staff	4.00
Appointment	2.00

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: online

5

Involvement	5.00	The surgery is extremely excellent service. We have been using them for the past 14 years and praises, praises, praises. Keep up the excellent work professionals.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	Given an appointment that was acceptable,by a very polite and friendly receptionist. Seen by doctor,within minutes of appointment,in very clean room and most helpful advice was given along with the medication.Most impressed.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	4.00	I have been with the surgery for 25 years and I find it very effective, efficient and professional. All the surgery staff are very pleasant and welcoming. I believe the two principal doctors I have seen over the years (the latter being Dr Jasper) are first rate. The only negative I have is the nonsense surgery appointment booking system introduced a few years ago. I understood the need to modify it but what has been introduced causes significant appointment delays for the majority. In occasional discussions I have had with one or two Doctors and Receptionists, the system is not well supported even by the NHS staff (which is hardly surprising). It would be straightforward to re-balance the system. Notwithstanding above, I feel lucky to be a patient with this practice.
Cleanliness	5.00	
Staff	4.00	
Appointment	2.00	

Source: online

5

Involvement	5.00	Farley road surgery is a brilliant surgery who offers an excellent service all year around. Amazing staff all around. We just cannot praise them more. Brilliant people ever we met. The doctors and nurses are amazing, proactive professionals.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	This was my first visit to the surgery and everyone I spoke to was helpful and considerate. After only one visit it is hard to give any other info.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	5.00	All round v responsive and helpful. On-line service could be improved, it should be easier to get an appointment via this channel and the repeat prescription turn-around could be improved.
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	4.00	Polite, Helpfull, Approachable
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	4.00	The surgery are always very helpful in booking you in when you need
Cleanliness	5.00	to be seen urgently. I think the on line booking system is really useful
Staff	5.00	too. It is also good to have a number of lady doctors.
Appointment	5.00	

Source: online

5

Involvement	5.00	This survey is badly designed: e.g. 1. What is " a condition"? I had a
Cleanliness	5.00	heart attack in 2002 but it does not constitute "chronic" in my
Staff	5.00	understanding of the word, because I lead a normal life. I would like to
Appointment	5.00	point out that I have "a long standing physical condition" in that for

Source: online

the last 72 years, my heart & lungs together with my other vital organs have been working. This is a physical condition & to my mind constitutes long-standing! 2. How can I say that the surgery is totally clean when I do not see the whole surgery? 3. It's easy to get an appointment but this does not necessarily mean when I would like it. My last appointment was in December 2013 - do you seriously expect me to remember the exact date! CHECK YOUR RECORDS

1

Involvement	3.00	The doctors are always very helpful and professional. The reception
Cleanliness	5.00	team are awful. No urgency about them. No friendliness. Very
Staff	1.00	unhelpful and rude. I recently had an incident where my appointment
Appointment	3.00	was cancelled and it was at fault by them which they totally

Source: online

disregarded and blame myself and my family. At no point was an apology made I felt very disappointed by the service I received. I will be writng a full letter of complaint to the manager as I was left fuming from their attitudes.

5

Involvement	4.00
Cleanliness	4.00
Staff	4.00
Appointment	3.00

Source: online

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement  
Cleanliness  
Staff  
Appointment

5.00 Over 45 years, I have seen this very well run Practice keep up with  
5.00 progress and expand into the superb facility it is today. Very rarely in  
5.00 that time have I ever encountered difficulty making appointments and  
5.00 have always been seen on the same day by a doctor. There has never  
been any problems with record keeping. Having a second surgery at  
the Forestdale shops has made the Practice most convenient for having  
some appointments in walking distance of my home, without the need  
to use a car or bus. Having bus stops outside the main surgery is a real  
plus point. As to constructive suggestions on improvement, all I can say  
is keep up the present high standards now achieved.

Source: online

4

Involvement  
Cleanliness  
Staff  
Appointment

4.00 I recently used the Practice for ear syringing and a flu jab carried out by  
4.00 one of the nursing team. Although the service is efficient. this aspect of  
5.00 their healthcare is in great demand and appointments can involve a  
3.00 waiting time of 2-3 weeks. I gather that these kinds of services are also  
available at weekends. Personally, I was fortunate to strike lucky due to  
cancellations that brought forward my treatment significantly -  
actually the same day. I would certainly recommend them for the  
friendly and professional way in which I received treatment.

Source: online

5

Involvement  
Cleanliness  
Staff  
Appointment

5.00 This is a lovely practice. I am almost reluctant to review it as I don't  
5.00 want it to get too busy and change  
5.00  
5.00

Source: online

4

Involvement  
Cleanliness  
Staff  
Appointment

3.00 I have to attend the surgery regularly for routine blood tests and have  
5.00 my medication reviewed as I suffer from rheumatoid arthritis. Because I  
3.00 am a full time carer for my disabled husband it is not always easy to get  
3.00 to the surgery as I have to find someone to stay with my husband.  
Because I am on methotrexate and my husband is on warfarin I am  
unable to get repeat prescriptions for these medications on line which  
means I have to get the books to the surgery which is not always easy. I  
only get four weeks supply of methotrexate and four weeks comes  
round very quickly. Re appointments I can usually get one provided I  
ring early in the morning but you cannot see a designated doctor. I  
have tried to book appointments on line but usually there is a long wait  
or you are unable to make an appointment. As we are both over 75 we  
have been given a designated doctor who I believe is supposed to  
review us every three months - how does this work is it up to the  
patient to make an appointment or would the surgery contact us?  
Sorry I can't remember the date of our last appointment although  
recently I went and saw the rheumatologist at Purley Hospital. I have  
put down the 1st so I can complete the survey but I suggest you have  
an alternative option on the date of last appointment. Also on your  
survey if you had an ' other' choice for medical conditions

Source: online

5

Involvement	5.00	I think the system that means doctors are available for appointments on the day is excellent- even though as a result you have to book well in advance for a routine appointment with a specific doctor. The online booking system is a great help for appointments and repeat prescriptions.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	4.00	Anything that can be done to enable patients to get to get an appointment without have to wait a couple of weeks would be appreciated.
Cleanliness	4.00	
Staff	4.00	
Appointment	1.00	

Source: online

4

Involvement	5.00	It would be more acceptable if it were possible to get appointments within 7 days!
Cleanliness	5.00	
Staff	4.00	
Appointment	1.00	

Source: online

5

Involvement	5.00	Always a pleasure to visit the surgery. A concern I have is that on more than one occasion an error or omission has been made when ordering a repeat prescription online. When checking my order on the surgery website and the chemist it appears that the error has been made at the surgery.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	4.00	I have always found the service there good.Maybe you cannot always get the doctor of your preference straight away but there is always someone.During my long term care of my partner with Dementia home visits were always available.
Cleanliness	4.00	
Staff	4.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	When you aren't well, they make you better. All the doctors are caring and responsive, and they make you feel important. Just what a surgery should be like.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	5.00	The booking system is an absolute farce. Obviously you can wait 3 weeks but if you need an appointment sooner you have to be 'on the ball'. Start dialling at 8am and keep dialling and if you are lucky you can get connected. If you fail by 8.20am try again tomorrow or the next day!! We all want to see OUR doctor not a stranger to your case. The duty doctor cannot wisely make a decision within a few minutes unless he or she knows the full background. 5000 years ago the Egyptians realised the importance of having trust in 'your' doctor - we do not seem to have learnt a thing today, good as the duty doctor may be. I am sure a better system could be devised with a little thought by both patients and the surgery
Cleanliness	5.00	
Staff	4.00	
Appointment	2.00	

Source: online



5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

4

Involvement	5.00
Cleanliness	3.00
Staff	3.00
Appointment	3.00

Source: online

The waiting room could do with a lick of paint to freshen it up. The online booking system is very useful, but I have on occasion found the receptionists rather stern and a bit 'too busy' to listen to my query. I do find it impossible to get an appointment after 5pm or at anytime at weekends and I do feel in this day and age there should be the ability to see a doctor or a nurse outside of the 9-5 working hours. For me that would be the biggest improvement - more flexibility in surgery hours. Can I just say that there is no way I can remember the date of my last appointment - my doctor would know this!!! Silly question to expect people to be able to remember this.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

You have quite a number of doctors. Why do you have periods where there are no doctors in attendance? If doctors are available at all time, waiting time for appointment may not be so long. Can't you have a rota system where you always have a doctor in attendance for service to the community even late evenings or weekends----that's why doctor's job is so noble and doctors are highly respected and held in high esteem in the community. Sick people have no choice when to become sick but doctors have a choice when to exercise their noble practice. Best regards Mr C H Kim

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: online

5

Involvement	4.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	4.00	I am very happy with my surgery, never have to wait too long for an appointment or wait to be seen. It is a friendly and comfortable waiting area which could be improved with magazines or television to keep little (or big!) people occupied whilst waiting.
Cleanliness	5.00	
Staff	4.00	
Appointment	5.00	

Source: online

4

Involvement	4.00	I am new to the surgery but am very happy with everything ...the 3 doctors I have met are very good and inspire confidence. Thank you for a good service...
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	4.00	Most times I have been happy with the doctors I have seen. Only occasionally I have felt my symptoms were dismissed, and on one of these occasions I did need surgery. Very happy when I have taken my children for treatment.
Cleanliness	4.00	
Staff	4.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	My main issue is over online bookings. Whenever I have tried this in the past year or two, there have never been convenient appts, or appts with the doctor I hoped to see. Whenever I have seen a doctor or nurse, the quality of service and care has been exemplary.
Cleanliness	5.00	
Staff	4.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	Receptionists very helpful and polite. The surgery is always clean and tidy.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	4.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: online

5

Involvement	4.00	Cant always see the Dr you would like unless you book about three weeks in advance
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: online

5

Involvement	5.00	As a patient with a chronic condition, I receive very good support and care and I have confidence in the medical staff.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

3

Involvement	4.00	The inability to get a Doctors Consultation appointment within a reasonable period of time is the most frustrating part of the service provided. On most occasions when accessing the on-line booking system an appointment is not available for 2 weeks which is not good enough. Whilst my last appointment was for a blood test my previous experiences of trying to book an appointment with a Doctor has been the most frustrating.
Cleanliness	4.00	
Staff	4.00	
Appointment	1.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	4.00	I contacted the surgery and was given clear and positive advice as to when to call back to make an appointment. I was then able to make a very convenient non urgent appointment.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	A very pleasant, professional and efficient surgery.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	4.00	I really like this surgery and the treatment I have received has been good. It is very easy to get an appointment if you need one urgently. However, I find it pretty difficult to see either of the doctors I prefer unless I book a month in advance.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	The receptionists are always very pleasant and helpful .I find the surgery very efficient.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	Excellent service, all the doctors, nurses and all the staff very helpful.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	5.00	I can't complain about anything really. Everyone is very helpful and friendly. Just a bit of a shame that one can't make appointments more than 1 month in advance anymore due to technical/computerised changes - I suppose these changes were necessary for some reason or other.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	From my recent expderience I would say this surgery is run extremely efficiently.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: online

4

Involvement	5.00	N/A
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	I always find Dr Jasper and the receptionists extremely helpful.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

3

Involvement	1.00	I'm self-employed and find it very problematic getting appointments... I leave for work at 6:15am and finish at 6:00 - 7:00pm It's Impossible to get appointment for the nurse on line. For self-employed patients,late or weekend appointments could be prioritised Appointments over the phone for the same day,are most difficult if you are at work with limited access to phone
Cleanliness	5.00	
Staff	5.00	
Appointment	1.00	

Source: online