

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: October 2023

Total Responses: 96

Questionnaire

Friends and family test

Thinking about your GP practice *

Overall, how was your experience of our service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Please can you tell us why you gave your answer?

Please tell us about anything that we could have done better

Privacy *

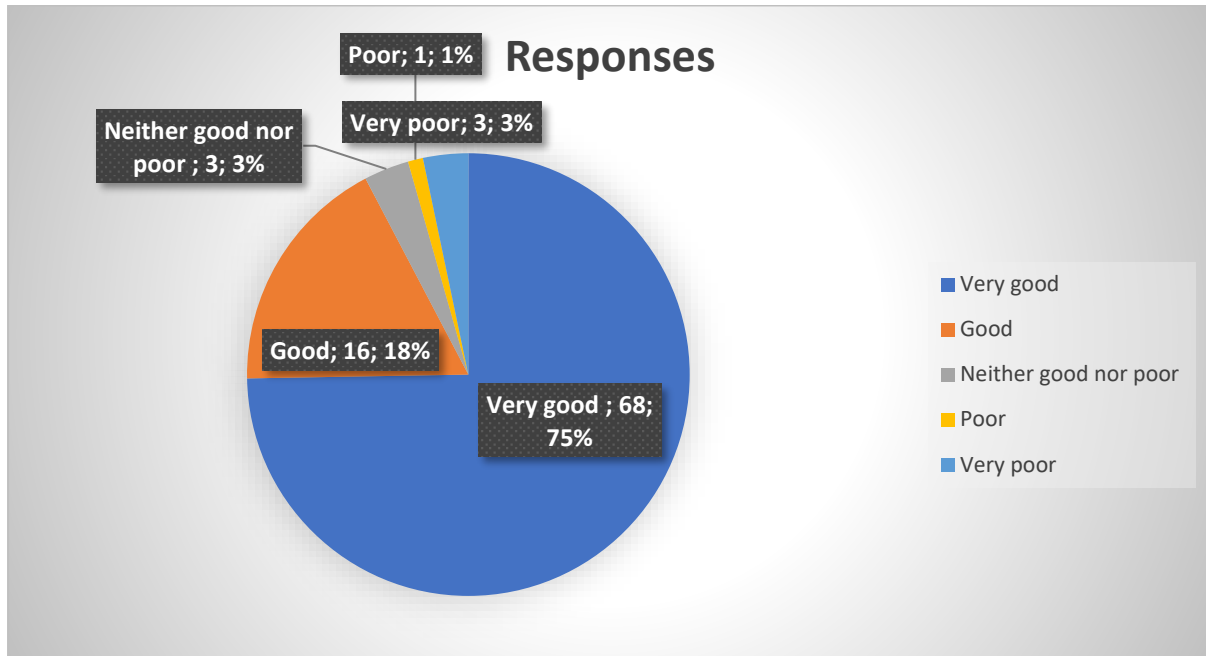
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- Yes this can be made public (it will always be anonymous)**
- Please keep this private

Please note that no medical information or questions will be responded to. The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Submit

Thinking about your GP practice
Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	68	75%
Good	16	18%
Neither good nor poor	3	3%
Poor	1	1%
Very poor	3	3%

Please can you tell us why you gave your answer?

Very good

1. Everyone very friendly and helpful
2. Nurse Rose was helpful, friendly and professional.
3. Dr was very helpful on the phone
4. Nurse was very helpful. Took my bloods no problem. Appointment was on time.
5. Cannot say anything but the service and surgery is excellent
6. I was seen on time, the nurse I saw was professional, caring, friendly, knowledgeable and efficient
7. No problems easy access and efficient, helpful people.
8. A nice polite service, from reception through to GP visit.
9. All over my appointment on Friday was really good I have all my answers what I need to know thanks
10. Nurse was very efficient and calming.
11. Dr is extremely patient, supporting and understanding. You actually feel listened too by all of the GP's staff. The reception team and other doctors are also wonderful and helpful.
12. the staff are very efficient and friendly
13. Came for a shingles vaccination which it turned out I didn't need. Had one in 2019 which I'd forgotten about. This was taken very well by the nurse. No mention of time wasting!
14. The Dr was very caring had time for you not pushing you out the door after 5 mins and he listened.
15. Reception staff friendly and helpful, Dr very thorough with his diagnosis and explanation.
16. Dr listened to everything I said and didn't rush me through my appointment.
17. Excellent service and polite and efficient staff
18. The Nurse was very knowledgeable and made the appointment very relaxing.
19. Nurse very friendly and helpful.
20. Went in on time. The nurse was very pleasant and gave me my shingles injection which was painless
21. My appointment was on time and with a doctor I had requested to see.
22. Seen quickly but not rushed.
23. Very helpful with my query
24. No comment
25. Because excellent.
26. Very polite & patient
27. Brilliant. The nurse we saw was professional but very kind and dealt with my child perfectly. Put her at total ease for her vaccinations.
28. No delays, nurse very nice and reassuring.
29. The nurse I saw was friendly and helpful. Took time to listen to me.
30. Because all was in time and the Doc was very nice
31. Friendly and understanding. Actually listen.
32. Really lovely GP, helpful, approachable & knowledgeable
33. A* treatment
34. No comment



**Flixton Road
Medical Centre**

35. Explained so I could easily understand purpose of call.
36. Very friendly, respectful and relaxed atmosphere. Seen promptly. Not rushed.
37. I was listening to and made to feel very comfy while speaking about my problem and seen on time.
38. friendly and clean practice
39. I was seen on time and the nurse was excellent as always.
40. The doctor I saw was so lovely made me feel so calm.
41. My GP practice should get an award for the excellent job.
42. Because I have always been seen as soon as possible. And had good treatment
43. Always reply to my enquiries, listen to me and all the staff are friendly and kind.
44. Put an AMGP request in on Thursday afternoon, request actioned Friday morning and an appointment offered for Friday afternoon. The new self-check in screen works really well and I was seen straight away once I arrived. Can't fault anything. Great service.
45. Seen quickly, Dr was extremely helpful.
46. Very friendly helpful advice
47. Dr was great. He was very thoughtful, went through everything with me. Thank you so much.
48. Fast and friendly service
49. I didn't have to wait long.
50. I was prompt seeing by the Practice nurse who discussed further management of my condition regarding cholesterol. And we agreed on a plan to repeat blood test in February to monitor my progress. Advice is given regarding diets and exercise.
51. I was very impressed with the way things went.
52. I like the reminders prior to appointment. nurse is always efficient and welcoming.
53. On time and well handled
54. Having known the nurse for many years, the patient has got used to having her contact one to one and her dealing with patient contact couldn't be better and helpful.
55. No comment
56. I was dealt with courtesy and politeness.
57. Prompt and efficient
58. All staff friendly, helpful and professional
59. Did not have to wait Got my issue sorted
60. Lovely practitioner and no delay with appointment
61. Staff very helpful and polite, the doctor explained everything to me and reassured me
62. The doctor reacted well to the symptoms and had the good sense to send me to A&E for further tests.
63. I was very happy with the Doctor I saw, he was very thorough, helpful, caring and polite. Credit to the surgery.
64. From Dr right down through receptionists. Receptive attitudes are always perfect to your requirements. Drs attention and working out perfectly what you require is paramount. Nothing is too much trouble. Patient not rushed made to feel they really matter.
65. Efficient and on time
66. Privileged to be a patient at the practice. Appointments are always prompt and the service is so efficient and professional
67. AskmyGP request answered within 2 hours and I was given a cancelled appointment. I saw the doctor straight away. Exceptional proactive service all done with courtesy and professionalism.
68. No comment



Good

1. No comment
2. The nurse who took my blood was very good, it's sometimes hard to get a blood sample as my veins aren't the best but she put me at ease and was friendly and professional.
3. Was seen by a lady doctor who was caring and discreet.
4. No comment
5. Dr was friendly and looked after my little girl well. The practice was quick to arrange an appointment same day as askmyGP request.
6. Didn't have to wait long for my appointment
7. I just had a blood and urine test, but the nurse couldn't do my blood pressure, feet and weight because I was only given a 10-minute slot. Normally I have longer to accommodate this. I had to make another appointment for Wednesday November 1st to have the rest of the treatment. I am not happy.
8. The nurse Gave my daughter her MMR Vaccine quick efficient.
9. Got to see me on the same day as I put in the request. Doctor was friendly and listened.
10. No comment
11. No comment
12. No comment
13. No comment
14. No comment
15. No comment
16. No comment

Neither good nor poor

1. ask my gp service worked well enough
2. Booked Shingles vaccination. On arrival told I could not have one.
3. Waited over week for appointment

Poor

1. I've got a numbness on my middle finger and have been sent for blood test I'm sure if there was a problem it would affect all my fingers and also, I was hoping to get my ultra scan report as I got a txt to say they was in

Very poor

1. Dr was passive aggressive towards me. Lacked any genuine empathy. Did not really listen to what I was trying to say. I felt subtly bullied and psychologically manipulated into accepting his agenda (even though I'd stated I was feeling anxious). Not the first time I've had this kind of experience. I did not feel safe or robust enough to express myself without causing a confrontation.
2. It is 3 1/2 years into the pandemic, yet the practice is still doing phone reviews instead of face-to-face appointments. Two different consultants wrote to the practice, requesting stated medication on prescription. Both times it took over a month to sort out. It's a good job this medication wasn't required urgently. I have never experienced such a bad GP practice as this. Mine and other patients' health is being put at risk and was told to make another appointment which I've had a txt to say I will get a phone call on Monday so in the meantime I'm still in a lot of pain
3. Doctor did not listen to me and already had googled what he thought was wrong with me. Ended up at an out of hours emergency practice a few hours later.
