

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: December 2023

Total Responses: 209

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 *

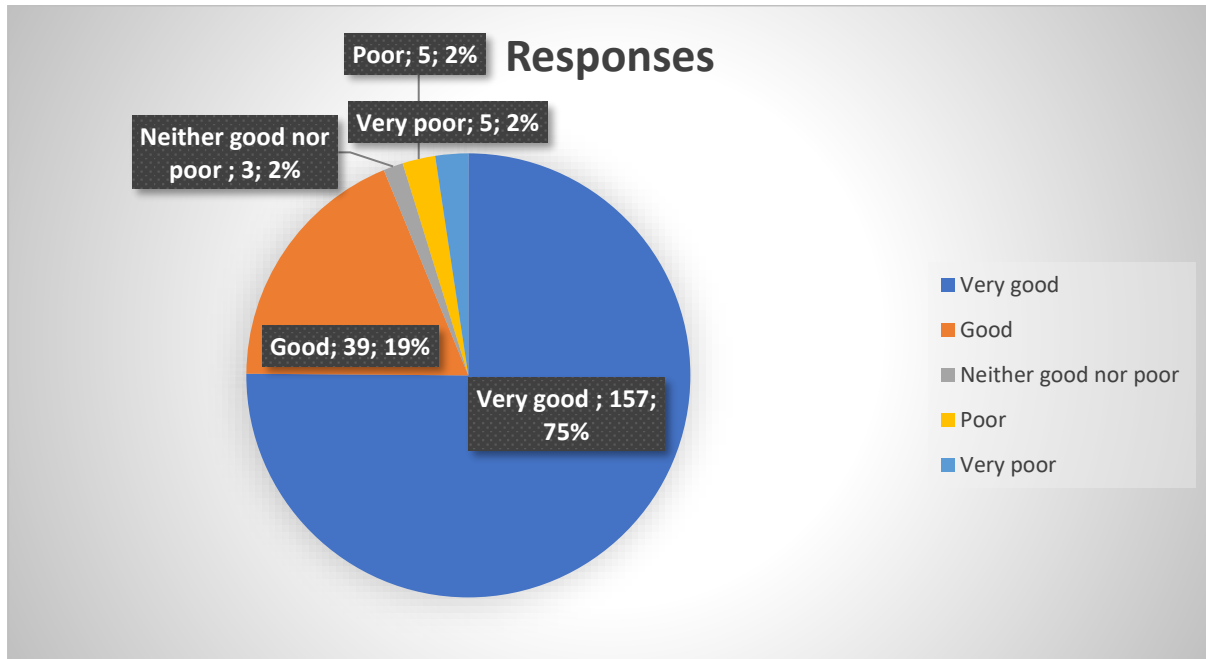
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- 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	157	75%
Good	39	19%
Neither good nor poor	3	2%
Poor	5	2%
Very poor	5	2%

Please can you tell us why you gave your answer?

Very good

1. Prompt and friendly service.
2. I asked for some more steroids and Dr rang be back within a hr and had an appointment in the afternoon, my Asthma had flared up and he gave me more steroids and new inhaler. Very pleased not been to see a Dr for a long time.
3. Friendly helpful nurse, the appointment was on time The text message reminders was very helpful.
4. Convenient to have blood tests at GP surgery. Phlebotomist welcoming & professional
5. The doctor that I saw was very nice. Also, it is useful that you do Saturday appointments.
6. Saturday appointment was very helpful. Kind, empathetic Dr who was easy to build a rapport with.
7. I got a few dates to choose from for my appointment which were the same week I requested the appointment. The doctor I saw was very understanding, calm and helpful.
8. Dr really listened to what my symptoms were and did a thorough assessment f
9. Checked in no problem advised running behind a couple of minutes, did have to wait too long. Nurse was really friendly and welcoming and explained everything that was going to happen and why
10. Waited longer than said but was delt with in good order
11. Because I used ask my gp and was seen the following day
12. Friendly efficient service
13. Dr listened to my concerns and took them seriously. Very good with my scared 3-year-old
14. The surgery rang me to make an appointment. I went in to my appointment on time. The nurse was lovely.
15. Respond to my Ask my GP quickly, I always get a phone call and asked if I need to come into surgery, I've always had an appt within a couple of days.
16. The doctor I saw was very helpful referring me for treatment.
17. Appointment wait time was quick and the GP was thorough
18. I attended for b12 injection and it was done on time
19. Really kind and listened
20. Dr was excellent.
21. The doctor that saw me was excellent. Really listened to my needs and offer advice
22. Lovely doctor Very excellent service
23. I managed to get an appointment quickly and the GP was very attentive and helpful.
24. On time, friendly staff
25. It has the friendliest staff I've ever encountered at a doctor's practice
26. Always helpful
27. Appointment within 2 hours of request. Dr quick and efficient and gave me a prescription for what I asked for.
28. I find the surgery very thorough
29. I have been a patient for over 40 years and have good staff.
30. On behalf of my husband who has dementia— an informative meeting.
31. The nurse that I had is always lovely and gives great advice



**Flixton Road
Medical Centre**

32. I came for my yearly MOT, with the nurse, advice to have the shingle vaccine. Appointment made on my way out. Had my injection, no problems.
33. Dr is professional, kind and patient. He listened my concerns. He understood child's feeling and interacted with child that make them comfortable and being trust.
34. My appointment was on time.
35. Quick response to ask my gp and quick appointments when required
36. The doctor listened to my problem and came up with a series of actions to identify the issue.
37. Excellent service, thank you.
38. Seen on time everything explained
39. I got a timely service as scheduled.
40. Dr was attentive and thorough
41. Pleased with face-to-face appointment with Dr he was very thorough and explained everything clearly.
42. On time, doctor very nice and explained everything.
43. Nurse is always friendly and explains everything.
44. Waiting times appropriate to health condition. GP took my concerns seriously
45. Always helpful and will answer your questions as best they can. I have been with this practice for several years and have had no reason to complain about anything or anyone.
46. I had a really positive experience. I had a bit of a cough in the waiting room and the lady on reception at the time noticed and offered me some water, which I thought was a really kind thing to do. My appointment was a few minutes late but it didn't matter and the nurse I saw was lovely as always.
47. Appointment time, fine hardly any waiting
48. I have been with the practice for over 50 years, have had a number of serious issues all were dealt with speedily and satisfactorily. My latest visit was processed quickly and on time. All the staff were polite and acted in a professional manner.
49. All ok thanks.
50. Efficient, friendly, helpful staff throughout my visits. Amazingly quick response to my BP referral thankyou
51. I got an appointment 2 days after my initial phone call which was the norm 20 years ago, Trafford obviously still know what they're doing. In Manchester by the time, you got an appointment given to you by the Receptionist or Doctors as they would like to be known you would either recovered from your problem, Died or just totally forgot what had been wrong with you. It just worked perfectly at Flixton. The receptionist was helpful and polite and the doctor was also helpful and polite. Old school Doctors, I loved it
52. Staff friendly. I wasn't kept too long at all
53. The doctor was really thorough and explained everything to me in laments terms. He took the time to make sure I understood anything, and answered all questions I had
54. Appointment experience very positive along with follow up phone call
55. seen within my time frame. The Dr I saw heard my concerns, explain what was going to happen next and made me feel better. He explained side effects of prescription and also said I should call if there are any issues. I felt listened t.
56. Got an appointment next day and the doctor I saw knew why I was there before I even spoke.
57. The doctor listened to my problems to my health, gave me a examination covering all the basis which hopefully I can recover.
58. The nurse we saw was lovely and put you at ease. We were seen promptly too.



**Flixton Road
Medical Centre**

59. My daughter refused to have flue jab in school, but staff responded quickly and got appointed on same day, service is excellent always happy to help with all the necessary
60. Seen on time by well-informed GP.
61. Seen within 5 minutes of arriving.
62. Received my appointment within two days and was seen by the doctor on time with little waiting
63. Very helpful very professional
64. I got a reminder by text for my appointment, and everything was on time.
65. Walked in and got an appointment the same day Dr was very helpful.
66. More than Very Good Always Excellent
67. Used the ask My gp login and was straightforward. Dr phoned them confirmed my same day appointment.
68. The staff were very patient and kind with a lady who was obviously stressed about her husband's situation. They were very confidential
69. Professional and friendly staff. Seen on time. Clean environment. Parking on site.
70. From my initial ask my gp and my face to face consultation, everything went so smooth and fast , and I hope I will soon be on the road to recovery
71. My concern was dealt with quickly
72. I had a face-to-face appointment yesterday with a lovely doctor. Got my appointment within a week.
73. Friendly service understood needs gave good advice with sympathy
74. Always extremely helpful, both receptionists and medical professionals.
75. The clinician I saw was really nice and made a potentially uncomfortable appointment really easy.
76. Dr explained everything and appointment was easy and quick
77. Because my doctor was very understanding gave the best care he could give for my conditions and problems
78. I requested an appointment via the my GP app and got a quick response by phone followed by a very quick face to face appointment. I was 10 minutes late because of traffic but that was fine. The GP was extremely helpful. Overall, a very positive experience. Thank you.
79. Dr is an exceptional doctor. He listens and doesn't rush you. The surgery is a credit to the NHS.
80. Quick appointment time and Doctor very good. Explained everything clearly and had a plan.
81. Went very smoothly
82. Very pleasant smiley, helpful,
83. My husband and myself went in earlier to explain that our daughter is struggling at the moment and it seems to be changes and new environments that is a big problem, the GP came into the waiting room and introduced herself first, she was very friendly warm and welcoming our daughter completely shocked us and I was absolutely perfect not meltdown and was very comfortable with the GP
84. Always very helpful from receptionist to Drs
85. The practitioner I visited with my husband to discuss his dementia diagnosis was understanding, kind and informative. Thank you
86. Friendly staff
87. The nurse I saw was lovely. Very friendly and efficient.
88. I didn't have to wait very long before seeing the GP. Very satisfied with the Doctor that I saw.
89. Dr was friendly and listening



**Flixton Road
Medical Centre**

90. All professional and welcoming
91. I was expected, on time and seen to immediately by a very accommodating doctor, who was very caring
92. It's a welcoming place
93. Seen quickly, friendly persona
94. Answers requests promptly and staff are friendly
95. Efficient staff as usual and the nurse is lovely and sociable
96. I feel the practice is run very efficiently
97. The communication with dr during the appointment was very good.
98. Quick and thorough meeting
99. Friendly, clear service, easy to make an appt
100. The doctor listened to me and my concerns
101. It answers the question.
102. Nurse was very helpful, informative and efficient.
103. The doctor arrived at my home as requested and was thorough and understanding suggesting blood tests after a full examination. She could not have been more helpful.
104. My asthma isn't really causing me any issues
105. Good communication. Appointment made on the day. Admin and reception staff were helpful. Doctor was friendly, knowledgeable and respectful. We felt very supported and listened to.
106. Very good service
107. Very professional treatment
108. Everything was explained to me perfectly and was very kind and considerate looked after me exceptionally thank you much appreciated.
109. My surgery is one of the best in Urmston. Great service from everyone at Flixton Road Medical Centre.
110. Receptionist lovely and doctor very nice
111. Staff helpful - nurse informative and knowledgeable regarding the procedure - answered all questions
112. Anyways kind and supportive
113. Rapid appointment lovely doctor Sunday opening
114. Nurse was very good and explained everything. Receptionist was very helpful to.
115. The doctor was very thorough and helped put birth our minds at rest.
116. Lovely lady on reception, extremely helpful and professional. the nurse was kind and friendly also. I was seen promptly, which I appreciated after working that day.
117. Because she is very nice moreen always helpful
118. The face-to-face appointment with Dr was on time. He was friendly, approachable and extremely helpful and supportive and, above all, he listened! He requested an ECG at the surgery - that appointment was fulfilled later that day. Can't ask for better service than that! Thank you all very much from a grateful patient.
119. Very prompt and efficient. Very helpful and informative.
120. Everything went very smooth from booking appointment to seeing the Dr.
121. Friendly reception staff Next day appointment after initial 'Ask my GP' query Knowledgeable and understanding doctors clean and tidy surgery.
122. Efficient and on time, no waiting about
123. Nurse lovely



**Flixton Road
Medical Centre**

124. The Nurse was informative explanation of everything was excellent the reception staff polite helpful great service The Dr I saw was also excellent and took time to explain things clearly
125. First time I'd met this doctor, he was extremely helpful, as was his colleague. After leaving the surgery, disaster happened basically because of the Greater Manchester public transport failures. I still survived!!
126. Nice and quick

Good

1. Afraid I was about 15min for my apt. I rang first to let reception know. Unfortunately, after waiting I was informed that it was too late to be seen.
2. Initially the appointment I was booked in for had not been properly booked which I had taken time off work for. I called to try and re arrange and was told no bookings until January however this was quickly rectified and I was offered an alternative appointment within a few days. The nurse doing my injection was professional and very nice.
3. Because its true I saw a doctor and was satisfied with the service I received
4. I felt that the doctor listened to me and he was going to refer me to specific specialists for further appointments, so that was reassuring.
5. Appointment on time.
6. On time and friendly
7. Happy with service, doctor was kind and polite
8. Nurse was extremely helpful
9. Was able to get a face-to-face appointment when needed. Doctor was patient and thorough.
10. Nurse, I saw was engaged & interested to listen to me.
11. When I did manage a appointment which was 3 days after I rang. Service was very good
12. GP was good when we got to see him but had to wait for quite a while as he was running behind
13. Dr. always explains and has a very calming manner.
14. My gp service is often unavailable but all staff Drs and reception are very helpful friendly and reassuring
15. I just walked in saw the pharmacy nurse then came out
16. Pharmacist and nurse professional and caring
17. I filled in an anxiety questionnaire; practice followed it up with an appointment and doctor could not have been more helpful.
18. Doc was on time for appointment. Thanks for listening.
19. The doctors are good and the admin staff are on the ball.
20. I've not seen my GP face to face for many years now but I get the same service if and when I needed a treatment!
21. I did wait a couple of weeks for the face-to-face appointment, but Dr took the time to explain the results of a recent CT scan and put my mind at rest in a clear and understanding way.
22. Was seen on time, despite check-in system saying it would be late and the waiting room was kept clean.
23. Satisfied, very friendly and efficient....
24. Once id received a call from Dr, i was given an appointment within a few days. I also didn't have to wait for long a time at the surgery before being seen.
25. Quick response and follow up.



**Flixton Road
Medical Centre**

26. Treated politely, by all staff. Given 20mins slot. Listened to.
27. Although the Dr was sympathetic to one of my problems, on mentioning the second thing I wanted to discuss with the Dr, I felt I was dismissed as time up, told that there are other patients to see! Also, my prescriptions are not going to be repeated, got to contact the surgery every month from now on, the tablets are for arthritis that is not going to go away & the others are for my anxiety & bouts of depression. Gone are the days the Dr had time for you.
28. Usually quick to respond, friendly reception team
29. The doctor was very good.
30. The nurse was friendly and empathetic.
31. Really impressed with the doctor I saw; she took the time to listen to me and examined my children thoroughly.
32. Satisfied.
33. Appointment on time. Pleasant nurse.

Neither good nor poor

1. Got a text message from doctors to say doctor was calling me on 29th November @ 9am for a ten-minute chat to talk over my problem with my knees. I didn't get that call or any other call after that.
2. Called in for appointment I had organised wanted to make appointment for my husband with receptionist it was hard work!! asking to book through my gp , husband doesn't use computers very often and I still think what about people who still don't!! service needs to be more approachable and friendly when you enter as people are anxious when they enter doctors

Poor

1. I don't feel like I get any help with my issues, I feel like I've been brushed off.
2. It's very hard to get appointment with the doctor. You. Have to wait up to weeks to see someone.
3. Told the doctor I was diagnosed with sciatica at Wythenshawe a and e asked for a sick note for it, she has put leg pain, my work are asking for a more detailed explanation now I might not get paid at Christmas, told her the pain killers they gave me made me feel sick was not given anything different, and my leg was not examined, just said will refer to physio I have already have a MRI scan on my back was told have a nerve trapped on a disc, was a waste of time , this does not go for all doctors at Flixton road mostly never had a problem, felt really let down this time.
4. GP was patronising and didn't fully understand or sympathise with a high functioning disabled patient. Being told I'd be able to "bench press" as a treatment for excruciating shoulder pain was hardly empathetic or helpful
5. I was meant to have my bloods done at the hospital however when I arrived the nurse didn't know which blood test I was meant to be having as the doctor hadn't sent anything through, he also said that had just happened to the person he seen before me and she was from the same GP



Very poor

1. I was expecting a phone call and didn't get one. Because I'd contacted you to say my car wasn't working.
2. Doctor was very under knowledge and didn't look interested in what I was telling him, had to search what my condition was.
3. A multitude of reasons. From how unprofessional the reception area staff were, with little regard for keeping the volume down. When politely asked, as the Doctor at the hospital couldn't hear me on the phone, the response was "What did she just say?", "Oh so we can't even have a laugh now?!" and "See it just doesn't work".
4. I am writing a letter (could be restricted with words on here) — your service needs to be more personalised— I arrived at the surgery yesterday early morning , to find I could not have my appointment— we should be rung up , not texted , if appointments are cancelled very last minute, especially those of us with early appointments— today's text to me inferring I saw a member of your staff, does not fill me with confidence !!!
5. Left for 40 min with nobody else in the waiting room for a blood test and got a doctor's appointment to see the doctor face to face the day after it was supposed to be? Who is running this practice at all I do not feel safe at all don't even know who my doctor is I had a heart attack and not 1 time have I been told to come for checkup just a text to see if I want a covid jab that will kill me what a shoddy joke
