

**Flixton Road Medical Centre**  
**Friends and Family Test Feedback Report**

**Month: January 2024**

**Total Responses: 196**

**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 \***

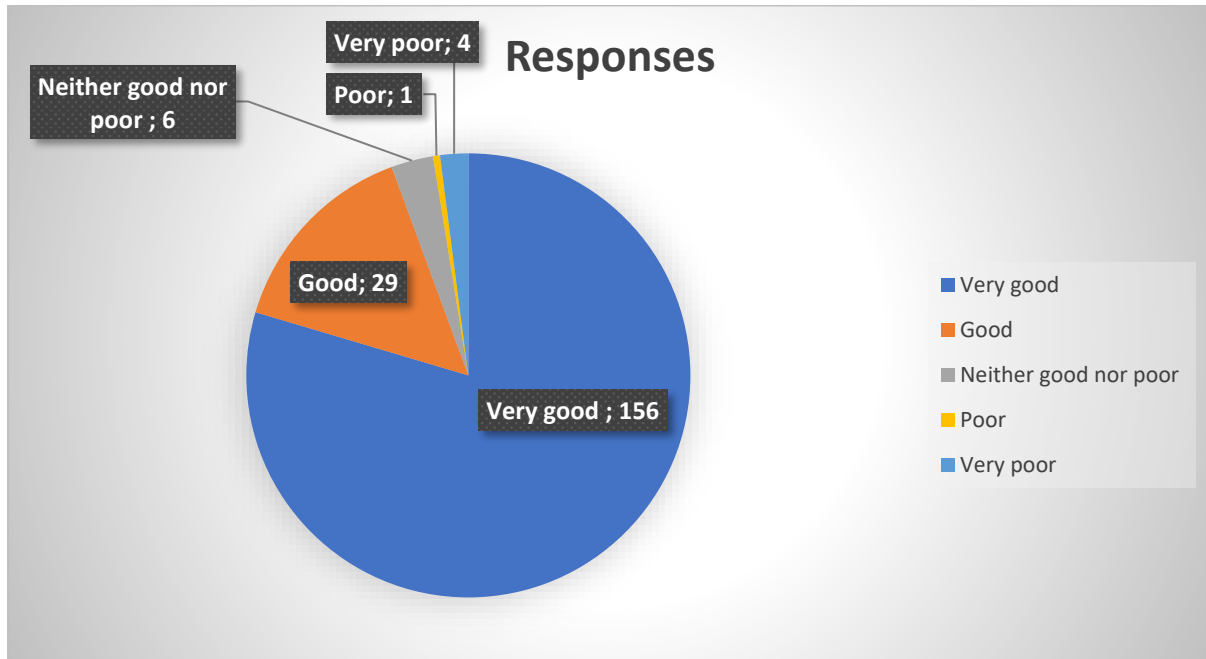
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- 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	156	80%
Good	29	15%
Neither good nor poor	6	3%
Poor	1	1%
Very poor	4	2%

**Please can you tell us why you gave your answer?**

**Very good**

1. Quick reply to my GP request. Appointment in 3 working days. Doctor great manner and put me at ease. Thank you.
2. Good doctor who cares.
3. Advice provided was excellent.
4. Got an appointment very quickly and in the same day. The doctor was very nice and friendly.
5. I did get an appointment quickly and saw the same doctor 3 times.
6. Extremely thorough. Didn't feel rushed. Felt very comfortable and able to ask questions that were answered clearly.
7. Practice nurse extremely efficient & thorough
8. Staff very efficient and no delays
9. I had to speak to reception who was very helpful. Nurse was very friendly put me at ease and explained everything thoroughly. I didn't feel rushed.
10. Very thorough and informative
11. I have complete faith and trust in Dr. He is efficient and to the point as well as being a good listener.
12. Personal support and enough time to discuss everything.
13. Dr is such a good and caring doctor he listens to you and a very thorough GP Also very easy to talk to makes me feel at ease when I visit the surgery.
14. Was very pleased with your quick appointment for me Doctor was very patient with me.
15. Although I had to wait a while for the appointment, Dr was very thorough & explained my symptoms to me in detail.
16. Appointment on time, Dr very thorough, good experience.
17. No
18. I was given an appointment same day after submitting request via MyGp. The doctor was careful to call at a convenient time outside my work hours and was extremely helpful during the consultation, explaining my condition and prescribing appropriate medication. The reception staff who took calls for me during the day as I was checking in re appt were extremely kind and helpful.
19. Gave me a face-to-face appointment with the doctor on the same day I requested on ask my gp.
20. Very good and very patient with me
21. Excellent care received.
22. Dr was excellent with his advice as always.
23. Dr very attentive with my concerns and medical problems especially my allergic reactions to a lot of medications. Took time to surface some practical solutions.
24. The nurse was so friendly and explained everything to me.
25. The GP practice is the best place in my opinion. The staff, doctors and nurses are very nice and friendly. All my health problems are taken seriously and dealt with quickly. They all look after their patients very well. Thank you all.
26. Quick response, friendly team, and organised appointments
27. Quick response on ask my GP and suitable appointment given



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28. centre's doors open at 7.45 am - impressive. Nurse was prompt, talkative and informative.  
Thank you.
29. Staff and Drs always very professional polite and friendly
30. Attended for blood test very quick and efficient thank you.
31. Very pleased with my consultation.
32. The doctor was very thorough.
33. I've no complaints the care was excellent.
34. Quick response and appointment given, doctor was attentive and gave thorough checks.
35. The appointment was on time and all issues were dealt with.
36. Dr was good and checked on me.
37. Easy to get blood test appointment with a nurse who was very friendly and put me at ease.
38. Didn't have to wait too long to see my gp and got help with my symptoms.
39. My appointment was on everything went smoothly all aspects were covered and I got a full report of my health over the last three years or so.
40. I was seen within a couple of days after my AskmyGP request and was happy with my visit.
41. Consistently good care and support
42. Got a face-to-face appointment very quickly and the understanding GP addressed the issue to my satisfaction.
43. Staff were friendly, polite, and knowledgeable.
44. No waiting about and listened.
45. Good service
46. Waiting room wasn't busy, easy to check in and Nurse was helpful and friendly.
47. The Dr understand on what I was saying he was amazing.
48. My appointment was good receptionist was friendly the surgery is a busy one.
49. Dr. is fantastic young Doctor with so much passion and care about the patients. She treats patients with understanding and thinking about their needs. I wish more Doctors are like her.
50. Because they are extremely infant in everything they do
51. Ask my GP works well for minor conditions. Get to talk to a doctor within a few days when required. Some questions are picked up by other practitioners where appropriate works well too.
52. Quick response to appointment request, friendly reception staff, doctors caring and professional towards my poorly child.
53. Very helpful as I am unable to get around very well.
54. It was quick to book and attend etc.
55. Always got through to the surgery quickly. Quick call back when requesting an appointment.  
All staff are very polite and friendly.
56. I had a very quick face to face appointment with the doctor of my choice.
57. Very good blood test went well.
58. I was very pleased with the quick response when I wasn't quite sure about all the information I was given the first time thank you.
59. Quick response to ask my gp, face to face appointment, doctor very helpful.
60. Quick response
61. The nurse who saw me was amazing. She was reassuring and constantly made sure I was ok.  
She was brilliant.
62. Everything I would have expected.
63. I was given time during my appointment to explain my health concerns. As a result of raising my concerns an appointment has been made for a consultation with Dr.



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64. Fast to see the doctor. Staff are all very nice.
65. It was very efficient, excellent treatment, explained things, and listened to me. Could not have wished for anything more.
66. I was seen very quickly by Dr on Sunday. She was very thorough and approachable.
67. I was heard and had chance to express exactly how I was feeling and was treated very well.
68. Was seen on time, Dr was excellent.
69. Doctor very nice listened to everything I said.
70. Clear advice given, full investigations, a clear understanding of each step taken.
71. I was seen by a doctor, and she gave me time to explain the symptoms i was experiencing and she was actively listening to me. Later the doctor checked me up and explained likely cause of my illness in details without using medical jargons, and immediately prescribed medication for me and advised me on measures to take if the symptoms persist after I have completed the dose.
72. Same day appointment, on time. Great nurse.
73. Did not wait long for appointment. Staff professional and friendly. Doctor very good and very pleasant 😊
74. Efficient, sympathetic, and understanding
75. It is very helpful to consult with the same Nurse regularly. This happened on my last visit but is not always the case.
76. My appointment was on time, Dr listened to my issues and didn't rush me.
77. My request was promptly addressed.
78. Everyone was polite and friendly.
79. Dr was fantastic and very approachable. She supported me when I needed help and advice.
80. Quick response, good option of appointments to choose from, appointment was running on time on the day. Clean and well-run surgery.
81. Sorry didn't mention Dr. Excellent and listened to me and informed me of further things going forward.
82. Offered a quick appointment however couldn't come as had appointment at hospital.
83. It was efficient and compact no time was waste.
84. Whilst a straightforward review my recent meeting with practice nurse was very professional, punctual and it didn't feel rushed at all.
85. Helpful receptionist and prompt attention from doctor who gave me clear and simple advice in a courteous manner.
86. Easy check in and the doctor listened to my problem.
87. Short waiting time and a friendly meeting with clinician.
88. Efficient speedy appt
89. Appointment on time
90. Used AskmyGP and was offered an appointment on the same day. Had X-ray and medication 1hr later. Can't get much better than that.
91. Got a quick appointment didn't have to wait.
92. Original appointment didn't show when I arrived receptionist got me in same day. Nurse, I saw listened to me, addressed my concerns was friendly knowledgeable.
93. I felt very comfortable, and it was so easy to talk and not be judge and very good advice to my situation and very kind I didn't feel like I was uncomfortable at all.
94. Dr listened to my concerns and looked for the best solution.
95. Receptionist was very helpful and dealt with my enquiries. Very happy with experience.  
Thank you.



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96. Because this is the best GP practice around
97. Nurse was great and she took my bloods quickly and painlessly
98. Request via askmyGP was dealt with 24 hours. Appointment time was flexible and suited me (Sunday am) Got my referral = job done
99. My appointment was on time in fact five minutes early. I was swiftly seen to for a repeat blood test. Very happy leaving two minutes after my appointment time.
100. Always polite n helpful
101. Prompt service pleasant staff
102. The gentleman was very informative. He answered any concerns. Examined me thoroughly. Very nice gentleman
103. Good GP understood and checked my daughter thoroughly.
104. Allowing me the time to say the reason for my visit and listening to me.
105. The receptionist was polite and friendly, and the nurse was caring and helpful.
106. Very knowledgeable and informative information
107. Got the appointment quickly and actual waiting time at the surgery for my appointment was minimal. Friendly and efficient
108. Very helpful with my ailment and understanding.
109. Has given me the nearest date appointment and the doctor has shown kindness and care to my health needs compared to the GP at urgent care Trafford Gen who was so dismissive and showed no compassion to his patients' health complaints.
110. I got appointment same day I phoned, and the doctor explained things I understood.
111. Friendly plus bonus of staff brought over staff from my old Practice too. Ask My Gp seems to run quite efficiently and usually get a reply within 24 hrs.
112. Same day apt Dr took time with me, listened, and was thorough also put my mind at rest.
113. Dr was fabulous and understood everything I said, he helped massively Thank you so much.
114. The practice nurse was informative. A good listener and reassuring.
115. Seen on time. Problem listened to. Course of action decided.
116. I was able to discuss several problems with Dr frankly, she extremely well informed and helpful.
117. On time. nurse efficient as ever.
118. Dr. is an excellent doctor, but I understand he is a locum Please don't leave us Dr. Very happy patient.
119. Appointment on time nurse was very professional and put me at ease.
120. The GP was careful to get my comments and opinion throughout the appointment.
121. Prompt and efficient service
122. Dr was excellent.
123. Excellent. I got seen very quickly Dr was so through, and she has reaffirmed very quickly.
124. The doctor I seen was very understanding and very patient, he did not rush and taken his time listening to me.
125. I don't like having blood taken but the nurse was kind & really helped me get over me fear.
126. Easy to book, efficient service with kind professional staff.
127. It was a very good interview. Thank you.



**Good**

1. Reception staff not always the most welcoming. GP excellent as always!
2. Quick response when needed.
3. Arrived ten minutes early signed in it said all running on time .one-person Infront of me to see the doctor. Didn't get into my appointment till 40 minutes after.!! Not to worry better late than never.
4. The doctor was very thorough but was running 25 minutes late.
5. Availability of appointments isn't great but once seen the care is fantastic.
6. The touch screen did not say my appointment was upstairs.
7. The visit with the nurse part was very good but.....I had an overly long wait time, after booking in. I was in the downstairs waiting room in error, and although the nurse sent a message down twice to the receptionist, they didn't tell me. That meant I kept the nurse waiting and so I feel quite bad about that.
8. Got quick appointment, at a weekend.
9. Lovely Dr.
10. I did manage an appointment last week re my ongoing cough and cold etc the doctor sent me for an X-Ray which he told me would take a fortnight, in the meantime I got another appointment cancellation on Monday when the doctor this time prescribed an antibiotic which I started yesterday,
11. My Appt with the Nurse was prompt - informative - clear - forward plan discussed.
12. Received an appointment quickly.
13. Everything was fine.
14. We were late getting in for our appointment but once in everything was perfect.
15. Seen on time, no waiting around. Had a good consultation and time to put everything I wanted too across.
16. Professional, friendly, knowledgeable, and sorted the issue.
17. Very quick appointment and everything done very efficiently.
18. Receptionist available to tell me where I needed to go. Friendly phlebotomist and fast appointment
19. Interaction with the nurse was excellent, information she provided me was above and beyond. Blood taken quickly and painlessly.
20. Very quick appointment and everything done very efficiently.
21. We were there early, so was the lady in front of us, but we went in late.
22. Got a gp appointment quickly and on the day of appointment got seen on time.
23. Very quick appointment and everything done very efficiently.
24. Always pleasant and nice
25. Got an emergency same day appointment.

**Neither good nor poor**

1. I felt that the doctor who saw me was very new. When I explained that I needed him to look at the mole next to my private part, he looked panicked. He did get a chaperone Lady to be in the room, but I just didn't feel like he examined me properly as he looked nervous & I didn't feel 100% on his opinion. I think I'd choose to have a female doctor/nurse for anything to do with female examinations.



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2. I waited too long in reception for my appointment and after 30 minutes delay even though there was hardly anybody in the waiting room, I ran out of time and left before being seen.
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4. Check in facility didn't work. Receptionists/staff distinctly disinterested, more focused on discussing food choices, TV programmes etc. No indication or acknowledging of waiting times (which was 30 mins + on this occasion). Doctor however was thorough and understanding.

**Poor**

1. I feel like the doctor was new and my condition wasn't properly diagnosed.

**Very poor**

1. Waited over an hour past my appointment time to be seen.
2. I arrived on Friday for my vaccines for travel and no one had ordered my vaccines to the pharmacy. So, I had taken the day off work for no reason. Had to rebook for Monday and take another day off work. Even on Monday only 2/3 vaccines had arrived. Thankfully the Nurse fit me in at 5:40pm once the 3rd vaccines had arrived, but I had to have 3 visits to the practice for what should have been 1 visit.
3. I was not told to pick up the vaccines myself, so when I turned up, I was not able to get the vaccines I requested. Furthermore, apparently the pharmacy hadn't received the vaccines so even if I tried to pick them up I couldn't. I took a day off work for this and will have to take another day off work again. Last week I had another appointment and was told to call the ENT department and rebook with Dr. I was told by the ENT department it had been 5 years and I need a referral, wasted time again.
4. I checked in 30 mins earlier for my own app, I didn't realise I had to check in for my baby. No one called me for my appointment even though I did check in. Reception made me feel like it was my fault. Doctor saw my baby for 2 mins, didn't ask me any questions and no examination.

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