

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

**Month: February 2024**

**Total Responses: 239**

**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 \***

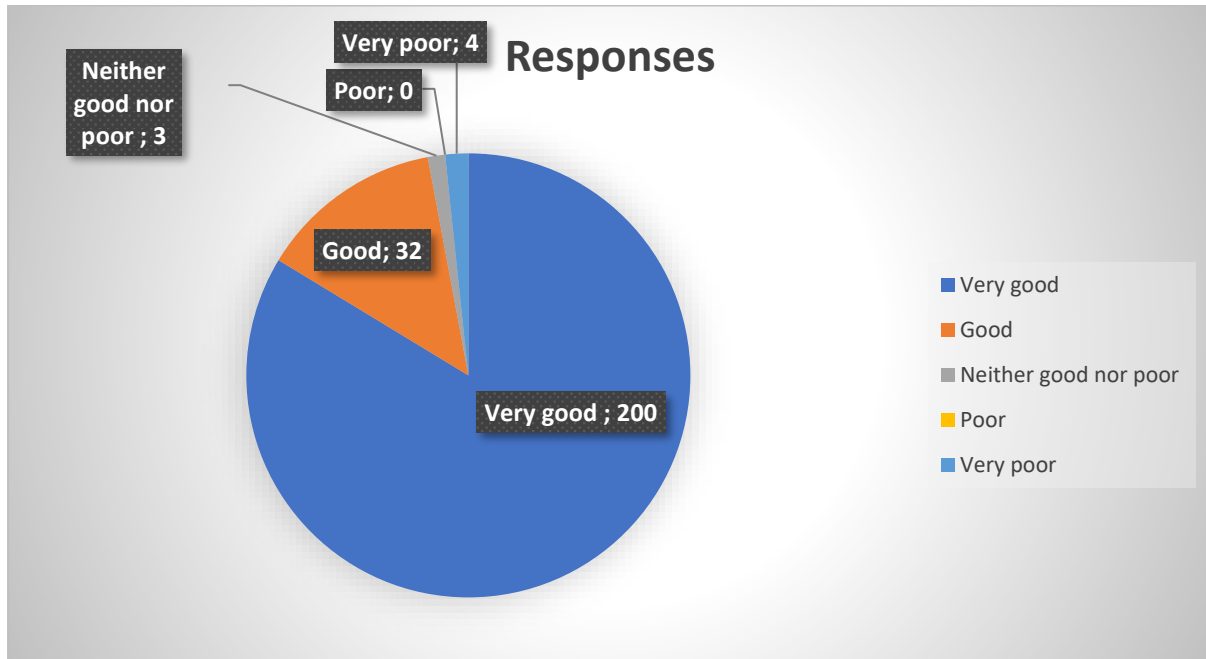
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- 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	200	84%
Good	32	13%
Neither good nor poor	3	1%
Poor	0	0%
Very poor	4	2%

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

**Very good**

1. Everything was fine
2. Nurse was very pleasant 😊 I felt at ease.
3. The nurse was very pleasant and efficient 👍
4. Very friendly reception staff and patient and understanding doctor who took the time to listen
5. Doctor was very efficient and listened to me
6. The nurse was lovely, and I felt reassured.
7. Went to see nurse for follow up appointment, after recent blood test.
8. Got an appointment the same day. Saw a lovely lady doctor who was so friendly and I felt she listened
9. Appointment given the same day as request put in & doctor was very thorough, friendly & personable.
10. Got seen on time. Very helpful advice
11. Thorough consultation. Felt I was listened to.
12. Found doctor to be very thorough.
13. Professional efficient and helpful
14. On time and the nurse was very pleasant
15. Nurse was very informative and professional
16. Appointment easily obtained with nurse, was on time and she was friendly and efficient.
17. She was very courteous, efficient, helpful and gave me good sound advice in managing my symptoms. I was very pleased with my appointment.
18. Everything went well.
19. She was very accommodating and very helpful.
20. Because doctor was good and nice with my baby and all the staff was nice, we us, many thanks.
21. Dr was very thorough. He listened to me and explained things very clearly to me.
22. The Doctor was very thorough and helpful.
23. I used Ask my GP. GP phoned, and happy with the outcome and prescription.
24. Nurse is Excellent a credit to the practice.
25. Nurse was lovely and made sure I understood what she was doing why and what happens afterwards.
26. If I need an urgent appointment when I had a visit from doctor last Monday & he told my niece that I needed to be in hospital
27. Nurse very good
28. Quality service, help my issue with health
29. Quality service, help my issue with health
30. Prompt service and nurse was very friendly and efficient.
31. Always cheerful and helpful
32. Consolation was entirely satisfactory and reassuring.



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33. Was given a quick appointment after contacting the surgery and the doctor dealt with me with professionalism and compassion, I think this practice is doing well.
34. Face to face with doctor. My symptoms are much improved. Very pleased
35. Good service short waiting time
36. Very helpful and understanding.
37. Doctor listened and didn't rush me. And I came away with a plan that we both agreed on.
38. My appointment was offered very quickly
39. Quick answer to ask my GP request. Helpful reception team. Quick appointment. Thorough appointment with GP to both myself as parent and to my son, the patient.
40. Used askmyGP and got an appointment almost straight away.
41. Received an appointment within a few days, with Dr I requested.
42. Saw the GP only a few days after my amp request.
43. Very friendly with lots of helpful information.
44. The doctor I saw yesterday was lovely.
45. Dr is a superb doctor.
46. Doctor was great.
47. Excellent, professional, friendly service.
48. Very Good as actually seeing my doctor instead of a phone call, I came away from there happy now knowing what's wrong & how to fix it.
49. Receptionist excellent. Professional nurses, very well up to date trained. Excellent doctors
50. Appointment was on time and the nurse was friendly and efficient
51. I was not waiting long and the doctor was very helpful.
52. Staff kind and supportive
53. Pleasant staff and efficient patient booking system.
54. Got in and out very quickly
55. Dr took the time to listen to me and was very helpful.
56. Team were professional and great care.
57. Prompt and courteous service. Email reminders are helpful.
58. Friendly staff All questions answered Appointment to suit me Very clean environment
59. Fast appointment following 111 referral and thorough exam by GP
60. Not had any issues
61. GP was attentive and understanding and discussed the various options with me. Informed me that should my condition deteriorate, then more than happy to review and discuss further management and my condition.
62. Because you asked
63. Fast, and efficient
64. I've always been very happy with the service I received thank you.
65. I find the staff to be friendly and efficient and most of all extremely helpful they are a credit to the practice. The Doctors are exemplary.
66. Very efficient, responsive and helpful practice.
67. Very responsive professional service
68. Active and helpful when dealing with our enquiries
69. I wasn't waiting too long & staff were very polite.
70. I wasn't waiting too long & staff were very polite.
71. I was seen relatively on time, and the nurse was lovely and very patient throughout the appointment.



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72. The staff are very polite and helpful and I always get to see a doctor within days and my husband as well very happy with the surgery
73. Very efficient, responsive and helpful practice.
74. I am very pleased because Dr, is very nice. And receptionist is also very kind. Thanks
75. Didn't wait long. Dr was lovely and receptionists were great at getting appointment for me, although I wanted the appointment well in advance
76. I sent a message on AskmyGP and was responded to with a phone call and a visit on the same day.
77. They are always friendly and accommodating. Not hard to get hold of.
78. Care given saved me from blue lights
79. Got a booking with the Dr of my choice and was given the time to speak about my issue.
80. Very attentive and helpful
81. We were seen quickly and the GP was able to diagnose and aid us with a prescription
82. Because the doctor got back to me about meds for depression
83. Because the doctor got back to me about meds for depression
84. The doctor who I saw was very thorough went over everything with me, asked how I was feeling. Very polite and friendly, I would see her again. Nothing
85. Very prompt response to ask my GP request.
86. Great practice
87. Nurses are all lovely.
88. Was seen to quite quickly and Dr. was very helpful and listened to my problems. I didn't feel rushed. I felt a good doctor patient relationship
89. Very friendly nurse today
90. I've been really happy with my experience. Dr has been very understanding and gone above and beyond to help me. She genuinely cares about your wellbeing and that really shows
91. Didn't wait long which was important as I was in pain. Dr was kind, caring, listened, good practitioner patient relationship and helped me with my problem.
92. Doctor listened. He was very knowledgeable, understanding, and supportive.
93. Well, the doctor has got back to me to change my me from venlafaxine to other one.
94. I got an appointment quickly. The doctor listened and understood me and how that might relate to my symptoms.
95. I got an appointment quickly. The doctor listened and understood me and how that might relate to my symptoms.
96. Lovely professional nurse
97. Very friendly, polite, efficient staff. Good reassuring treatment.
98. Just amazing practice - honestly, I've had so many issues this last two years and the surgery from the receptionist - pharmacist and doctors have been amazing.
99. No waiting in and out 😊
100. Empathetic caring treatment
101. Dr was excellent. Listened to what I had to say.
102. Friendly and professional. Made me feel valued
103. Efficient log in system, didn't have to wait too long, Dr was very attentive.
104. Efficient log in system, didn't have to wait too long, Dr was very attentive.
105. Nurse made me feel at ease and explained everything she was doing during my appointment.
106. Got an appointment quick and doctor gave me the problem I've got straight away.



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107. Booking process was efficient, with a useful reminder too. GP appointment was on time and Dr was very helpful.
108. Friendly and kind
109. Appointment was on time All staff +Dr were very efficient, friendly, and supportive  
Thank you.
110. Thorough examination by Dr and his colleague carried out with kindness and respect.
111. I saw the Dr who was very well mannered and dealt with my issues.
112. All ok
113. All staff very pleasant & doctors really nice
114. I was accepted quickly. They listened and immediately answered all my questions.
115. Very caring, empathetic and respectful practice nurse seen. Thank you.
116. Consultation, examination, and arrangement for further investigations/tests carried out very professionally and in a caring manner by GP,
117. The nurse gave me good information about my asthma
118. Competent, helpful, and knowledgeable
119. Quick and supportive appointment
120. Go very empathic and good listening skills and gave me safe advice.
121. Did not have to wait long and the nurse was very good.
122. Dr. put me at ease straight away. And answered all my questions. Yours sincerely,
123. I was seen quickly and promptly and efficiently
124. Doctor was very nice, explained everything to me. Didn't have to wait long before I went in to see her
125. My GP listened and showed a keen interest in my medical problems. She gave me a medical and was very considerate. I was very impressed.
126. Nurse treated me promptly. Requested a Dr talk and got notification of appointment later that evening.
127. Whilst the centre had not received a letter from the Wythenshawe cardiologist Dr (that I provided) to commence tablets I urgently needed the response and action was rapid. An appointment was speedily arranged for me to see a doctor at the practice and the prescription was quickly generated so I was able to get the tablets the same day just before pharmacy closing time.
128. Seen promptly. Issue dealt with. Great communication with receptionist too. Thank you.
129. Appointment was for a shingles vaccination and the nurse was very informative about what would happen and thoroughly checked out the suitability of the vaccine due to existing health conditions.
130. No waiting friendly staff
131. Quick response and excellent care
132. Same day response after logging on ask my GP.
133. Got an appointment the next day. The nurse is approachable and very knowledgeable. Thanks.
134. From booking in at reception with the lovely young receptionist who was celebrating their birthday, to no wait time. Then to the lovely nurse who is always wonderful
135. Staff are friendly and helpful. Made to feel in control and able to get appointments at a convenient time.



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136. The Doctor was very thorough and listened to me and prescribed the necessary medication.
137. I'm terrified of needles; didn't realise I would be having a blood test. Nurse was amazing, put me at ease and was very patient with.
138. Appointment on time. Able to talk without feeling rushed. Relaxed atmosphere.
139. All the nurses and Drs I've seen are great and thorough.
140. Dr Dawood was very helpful.
141. I only went for a blood test and was 10mins early I was seen to straight away and back out of the surgery within five minutes.
142. Felt listened to. Lovely Doctor.
143. My appointment was on time, the reception staff are very welcoming and efficient, my procedure was excellent without any issues and was advised and asked if I had any other concerns excellent. Very happy with whole practice and service. Thank you to all the staff.
144. Easy to book an appointment and the appointment was on time and very quick
145. The doctor was helpful and thorough and has arranged follow up tests off the back of my face-to-face appt.
146. Very efficient and pleasant team
147. Seen prompt, nice doctor, diagnosed issue quickly which we both agreed on.
148. Very prompt appointment. Didn't feel rushed.
149. Dr was as usual clear and explained what was necessary for the condition to be treated.
150. The Nurse was lovely and very efficient.
151. Dr was very empathic, knowledgeable, friendly.
152. Staff were very helpful, and I saw the doctor at the appointed time.
153. Quick. Informative. Satisfactory conclusion.
154. Very compassionate doctor
155. Lovely Dr, you changed my appointment to a much better time, your all always lovely and helpful.
156. Dr and his colleague carried out a thorough examination with consideration and empathy!
157. Easy to sign in and clear instructions where to wait. Dr himself was great, efficient, friendly
158. Was very happy
159. Following doing an ask my GP request I was offered an appointment at a convenient time, the GP listened to my concerns and made a plan of care
160. Nurse is excellent.
161. Same day appointment when I was worried about something.
162. Dr was lovely
163. Because I was seen on time and the nurse is professional and friendly and caring and makes you feel at ease always
164. Because Dr checked me over & was helpful
165. Came for 2nd B12 Injection and the nurse was lovely and was concerned about an injury I had in my home. The receptionist was lovely she looked on my records as I had a date query. She was so helpful and pleasant.
166. Prompt polite and efficient
167. Very professional pleasant service
168. Nurse was friendly, knowledgeable, and sensible.



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- 169. Everything was quick efficient and friendly
- 170. 8-week baby check and immunisation, excellent with nurse.
- 171. Efficient and thorough
- 172. All ok
- 173. All ok
- 174. Quick appointment, efficient service
- 175. Quick reply to my GP request. Appointment in 3 working days. Doctor great manner and put me at ease. Thank you

**Good**

- 1. I arrived 10 minutes before my scheduled appointment at 1030. I was seen at 11:10.
- 2. I got appointment I asked for and the doctor was good.
- 3. GP was great. Very approachable and helpful. Would have scored higher but I waited 30 mins and when I checked in told she was on time.
- 4. I was helped with my medical injury thoroughly and examined.
- 5. Went for a blood test, I was seen straight away. I was in and out within five minutes. The nurse was very professional. Thanks
- 6. Staff friendly and try to accommodate appointments are usually on time
- 7. Updated appropriately on test received so far. Advise of further hospital investigation.
- 8. Because I had good experience
- 9. Takes a while to get an appointment but nurse is fab, listens is understanding and supportive.
- 10. Nurse is always very helpful and thorough.
- 11. Staff helpful and professional. Could have done with a prompter appointment.
- 12. The nurse that I see to do my smear test was friendly, informative, and put me at ease, she acted professional and made it a pleasant experience.
- 13. Clean waiting area helpful receptionist.
- 14. Nurse was great. Listened and gave good information. Made me feel at ease. Bloods taken and all queries answered
- 15. Doctor advised me to go to Trafford General immediately. I now have appt.at Trafford General for a blood test on Monday, 26 February in Phlebotomy.
- 16. Dr was very kind and treated me with empathy.
- 17. Good service and follow up procedure
- 18. U give us appointment so late. This is my big concern, if something happens to anyone, they should be treated timely.
- 19. Didn't have long to wait, and the doctor was very nice.
- 20. Didn't have to wait long & was seen before appt time.
- 21. Everything was great apart from my appointment being at 4.20pm and not being seen until 5pm.





**Neither good nor poor**

1. Waited 25 minutes to be seen yet was the second patient. The first went in 10 minutes before me. Could hear doctor's voice clearly went first patient went in. Could also clearly hear doctor's voice on what must have been a telephone consultation.
2. Two telephone call apps no contact made but after my contact the issue has been resolved after mis communication occurred.
3. Well, you brought me in for a pointless appointment. Even the practitioner was confused and apologised for it.

**Very Poor**

1. My child's appointment was at 1.40. She was not seen until an hour later. You had her sat in a waiting room with ill contagious patients when she is 5 weeks old and has not been vaccinated yet. Nobody bothered to tell me you were running late giving me the opportunity to wait outside with her. Very poor on your behalf when she is this young.
2. I received notification of my appt and immediately replied to say I couldn't attend. I didn't hear anything further until I chased for an update today, two days after the appointment I couldn't attend. And as I have now received this questionnaire it appears that despite contacting the surgery it wasn't updated. This means a missed opportunity for someone else to take the appointment.
3. The nurse went through all my medical problems made me feel relaxed and was easy to talk too,