

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

**Month: March 2024**

**Total Responses: 244**

**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 \***

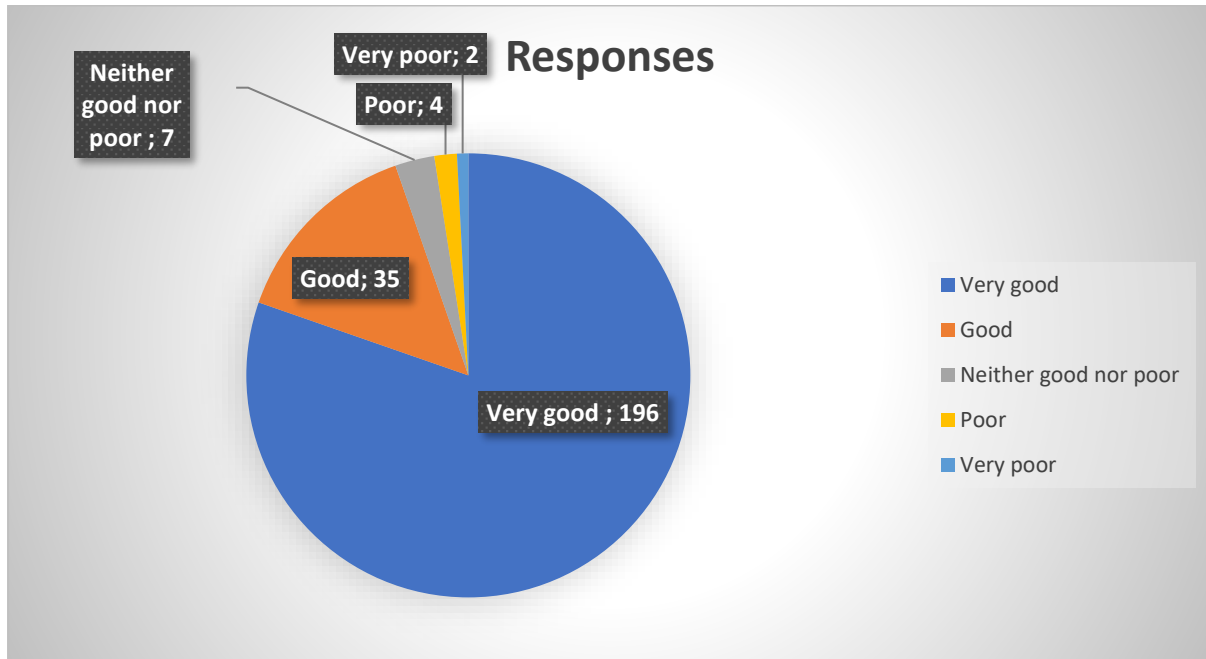
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- 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	196	80%
Good	35	14%
Neither good nor poor	7	3%
Poor	4	2%
Very poor	2	1%

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

**Very good**

1. Had a concerning issued - resolved & reassured.
2. Went for a routine smear test, last time the nurse was really rough, it took half an hour, and I was bleeding until the next day. This time a different nurse and she was great. Really patient it was over in minutes and pain free.
3. Appointment was made for a Sunday which was convenient and running to time so didn't have to wait long.
4. Did not have to Wait long and given information.
5. Nurse was excellent.
6. Quick response to requests, genuine and helpful responses
7. Excellent service. nurse was kind, patient and understanding.
8. Dr
9. I saw a nurse who was very nice to talk to.
10. Saw nurse was very professional and friendly.
11. Doctors saw us nearly on time, he was professional and diagnosed my son with his uti and 2 days later child is a lot better :)
12. Friendly and professional
13. Gp was helpful.
14. Doctor was attentive and efficient and made a referral as needed
15. The service was good, got a good diagnosis and the reaction of the doctor was also very good
16. I was able to access a face-to-face appointment easily. I didn't have to wait long and I felt listened to so thank you.
17. I got an appointment the same day and the doctor was helpful and understanding.
18. The dr was very good and very helpful
19. Dr. Listened and had a very caring calm manner. Putting me at ease.
20. The practice nurse was extremely knowledgeable, efficient, and helpful.
21. The Dr was very understanding I was not rushed at all
22. The doctor listened and was kind and professional.
23. Lovely Doctor
24. Friendly and efficient
25. Extremely knowledgeable and helpful
26. Friendly and approachable
27. Answered my questions had blood test just waiting for the results now
28. Seen early. Not made to feel rushed or like i was wasting dr's time because one of my issues appears to be self-resolving
29. Very pleasant and easy to talk to plus gave me the information I needed
30. Felt very comfortable and looked after by the nurse i was seeing
31. Nurse was very nice. I was scared and she calmed me down and gave me a positive experience.
32. Nurse is consistently wonderful.



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33. Didn't have to wait long to see the nurse. Bloods taken in and out in minutes.
34. Quick response to 'ask my gp' Appointment offered within days
35. Professional, caring and friendly
36. Very fast and efficient service, very friendly GP who showed he cared
37. Friendly, helpful staff Dr was very helpful.
38. My doctor made sure that I was on the right medication and I have monthly checkups
39. The nurse was very friendly and knowledgeable and she made me feel at ease during the appointment.
40. Came across very caring and informative
41. Very positive opinion of medical practice. Always treated with respect ect
42. Prompt friendly service
43. On time. Pleasant Doctor gave assuring advice.
44. Because eventually I have treatment for my thyroid problem.
45. Nurse is very nice
46. I was seen quickly for my problem and everything was explained clearly
47. Dr explained symptoms and gave useful advice
48. Very pleasant and easy to talk to plus gave me the information I needed
49. Appointment had to be cancelled because of sickness but given another appointment very quickly
50. I was there to see the nurse, who dealt with me quickly and efficiently.
51. In and out in 10 minutes
52. Listened to my issues didn't feel rushed and provided advice
53. Excellent GP, listened and was really helpful.
54. Great doctor very informative all on time and got in quick for appointment
55. Drs reaction to send me to hospital from appointment
56. Both the nurse and doctor were lovely and really helpful during the appointment. I was of course really anxious about baby having her injections and the nurse was really relaxing and helped calm my anxiety.
57. Given information on what I went in for and treatment
58. I had a very thorough appointment was not rushed felt very well looked after. At the end of my appointment, I had bloods taken and nearly fainted again I was so well looked after made sure I was fit enough to leave nothing was too much trouble. My details were forwarded to your pharmacist for a follow up and I was called today.
59. Effective to arrange GP appointment.
60. Receptionist very helpful and kind
61. I like to be seen by a doctor that listens to you and my feel rushed
62. Quick to respond and with availability of appointments
63. From requesting an appointment, I was seen straight away. The doctor was very friendly and thorough. I received my prescription the same day. Excellent service
64. I was quickly given an appointment for the same day and deal with promptly.
65. I am nervous about needles and the nurse was very good at reassuring me
66. Everything on time they suggested I need to come in for injections that I didn't know about
67. Was seen within 20 mins. Didn't wait long for the appointment
68. Receptionist, happy to give her name, took my details and request for preferred GP and responded within hours to offer an appointment.
69. Efficient polite and take care with



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70. My appointment was arranged very quickly and Sunday was most convenient and the nurse was polite and helpful.
71. opening on a Sunday is a godsend for me i work mon-fri
72. Very helpful, nurse
73. Had bloods and the nurse was on time much better than going anywhere else.
74. Excellent communication by the nurse. Explained everything in detail. Very professional and friendly.
75. You are helping me now
76. Nurse was brilliant. Blood extracted without feeling a thing, marvellous. Very convivial too, magnificent
77. Although very busy the doctor was very thoughtful and didn't rush me
78. Happy with my appointment and time spent with me.
79. Receptionist polite Gp lovely & helpful
80. Appt re-arranged promptly due to staff sickness.
81. Easy check-in and appointment was on time and informative.
82. The nurse we saw acknowledged us as soon as she saw us. She was friendly and professional and gave me advice on a query I had.
83. Prompt appointment. Welcoming put at ease
84. Very helpful
85. Quick appointment Dr listened to me and did a referral to another service
86. The Dr I seen yesterday was really good she actually listened and tried to figure out different ways to help instead of just putting me on tablets like the rest of the drs.
87. Didn't have to wait long and got good results
88. Appointments available, on time and problem resolved.
89. I thought the doctor I saw and the service overall was excellent.
90. We got an urgent appointment the same day. The Doctor was great, listened to my daughter and was thorough
91. Very attentive and good listener. She knew her stuff
92. Great service and friendly staff
93. Excellent staff excellent service
94. My appointment was on time. My medical request was dealt with quickly and privately
95. Excellent service the nurse is lovely
96. the nurse is lovely and professional.
97. Nurse took bloods and was considerate of my tendency to faint
98. Everything was explained to me.
99. Always happy with the service provided.
100. Helpful polite staff. Doctor listened and was very understanding
101. Appointment seen on time and doctor very attentive.
102. Didn't wait long to be seen. GP was thorough with health checks. My child was put at ease during the appointment.
103. Clear decisive advise and Gp listened well
104. Offered me a cancellation appointment same day. Thanks, Flixton Medical!
105. Nurse, who dealt with giving me an injection, was kind, caring and pleasant to talk to.
106. The doctor listened to me and gave me confidence that he will get to the bottom of my problem



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107. Time was given by the Dr to discuss my concerns and check my health thoroughly. Left feeling reassured that there is a plan in place, but that there are other options if this course of treatment doesn't work. Also reassured that I could contact again if things deteriorated further.
108. Thorough appointment. Went through everything clearly & left appointment with a clear treatment plan.
109. Excellent service as always has been provided. Thank you
110. Appointment at a perfect time and seen without waiting
111. I came in for a Shingles vaccination. It was given to me quickly and painlessly.
112. I came in for a Shingles vaccination. It was given to me quickly and painlessly.
113. Gp listen to what I was saying.
114. The doctor was friendly and efficient.
115. Seen promptly about a worrying issue.
116. Called at surgery for appointment went home called with appointment for 30mins later. Dr referred me to clinic.
117. Amazing service! The nurse was fantastic!
118. Got to talk to a doctor or see when need to
119. Nurse was very professional, kind and considerate.
120. Saw my aunt immediately for a concerning issue.
121. Very professional and reassuring
122. Because everything was very good
123. punctual, friendly and procedure carried out with expertly trained staff.
124. Appointment was on time & very informative
125. The nurse was exceptionally caring and accommodating the elderly and lesser mobile OAP patient who was being seen before me.
126. Nurse was very professional and made me feel at ease
127. Able to get an appointment on the day and the dr was great
128. Appointment was made very quickly
129. The nurse explained everything really well and I left feeling confident about the things that she recommended for me to do.
130. The Dr was listened to my concerns and responded appropriately.
131. The doctor was friendly and informative. Very pleasant appointment
132. It's the truth, superb from start to finish
133. Nurse was very good and helpful.
134. Friendly and efficient.
135. Seen on time and efficient
136. Very professional. Put at ease.
137. Quick and friendly
138. Seen on time. Dealt with quickly and efficiently.
139. Sunday appointment, no waiting time.
140. I always get an appointment that fits in with my routine, repeat prescriptions are dealt with efficiently every time.
141. The service was excellent
142. Quick and easy
143. Because I tell the truth.
144. My appointment was on time & Dr was very helpful & thorough
145. GP was very approachable and referred me to dermatology



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146. Lovely doctor, very helpful.
147. Just good, pleasant service
148. Friendly efficient relaxed
149. Got appointment prior and doctor was very helpful
150. Everything was spot on
151. Very polite and helpful receptionist and no long wait in waiting room to see Doctor
152. Friendly efficient relaxed
153. Nurse was very friendly and helpful
154. Punctual and efficient
155. Friendly helpful staff, the nurse does her job brilliantly makes you feel relaxed and well looked after.
156. Efficient and effective service
157. Very supported and listened to
158. Staff are excellent
159. Always get appointment in good time
160. Very satisfied with my appointment. Friendly and professional.
161. Really friendly and quick
162. I was seen very quickly and the medical professional was friendly and approachable.

**Good**

1. Getting easier to actually see a doctor
2. Once an appointment was arranged everything went well with the GP.
3. Whenever I have had a medical problem, it has been resolved promptly
4. Had to wait 10-15 mins, staff member was friendly polite and efficient.
5. Got an appointment with dr quickly and he was very approachable and easy to talk to. Only reason I didn't give very good was no notification of appt until day before and mix up with nurse telephone call booked twice
6. Called Mon appointment Wednesday. Return visit for ongoing issue.
7. The actual appointment was excellent service. However this was a second attempt at getting holiday vaccinations, the practice didn't send the prescription to the pharmacy the first time
8. Dr was nice and looked after me
9. Thorough Doctor.
10. The doctor was very pleasant & told me what I needed to do to solve my problem & gave me some antibiotic cream for my finger.
11. Doctor seen was polite and seemed to know what he was talking about Remains to be seen if prescribed drops work
12. The doctor was extremely sensitive, professional and helpful. It is just a shame it is such a faff to get an appointment.
13. Always contact you when they say they will.
14. I was happy with the advice given in my appointment and the doctor was really relaxed and easy to talk too.
15. I felt i was given plenty of time to discuss my concerns in a relaxed atmosphere and left reassured that everything was fine
16. Listened to. Given a way forward and alternatives if needed.
17. They understand and I think they give just about enough attention to their patients



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18. Had to wait too long for the appointment to diagnose shingles in time for the anti-virals to work. But went to walk in at TGH to sort that out. The GP I saw at the surgery was running late but I didn't mind that because I felt he listened to me, gave me the time I needed and explained what he intended to do next
19. Nurse was very friendly and efficient
20. As I would expect, pleasant, and straight forward, helpful Staff. Nice environment ie, waiting room.
21. Doctor was really nice and knowledgeable. Got a good appointment time and date.
22. Always able to get an appt after an ask my gp more often same day. It's very good to see the same Doctor.
23. Saw my daughter at short notice and was very helpful.
24. Always great service but appointments can take a while, even if marked as urgent. Dr was great and made sure I got seen at A&E straight away. Thank you!

### **Neither good nor poor**

1. Long wait to get seen, and having been told to book app at reception to be told I can't and I have to phone up following day.
2. My child had a massive infection and was in pain. He was given an appointment 6 days after I contacted you. We got antibiotics at the walk in, as it couldn't wait. You did make a referral for further treatment but this could have been done earlier in my opinion, for this ongoing issue.
3. Went to see results from tests, only to be told i was giving blood for testing, declined as told nothing about this, also no idea who i was talking to?
4. First of all. My mum who I brought had an 8am appointment!! Why book an 8am appointment for her if your not even open. She has dementia and wet herself whilst waiting. 2nd I had 2 phone calls last week to say that mum needs a yearly checkup. Had bloods which is what her appointment was for. BP and that was it!! Is that what they call a yearly check up?
5. Too long to wait for appointment, but not a wait in surgery
6. My visit was limited to 10 minutes. I paid taxes for 52 years. At age 86 I expect more than that.

### **Poor**

1. I had to wait 45 minutes to see the doctor pretty bad when your appointment is booked for 1pm
2. Wrong appointment booked again
3. I was given a 10 min face to face through ask my gp I waited 50mins to be seen when a text came on my phone after 35 mins to say thanks for request has been fulfilled? So I had to ask the receptionist what's going on only to be told oh you are probably going to be called shortly not a pleasant experience.
4. Didn't think much of doctor to be honest.



**Very Poor**

1. Waited 55 mins to be seen although I had a timed appointment. The Dr called me "Mate" on several occasions