

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: April 2024

Total Responses: 231

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.

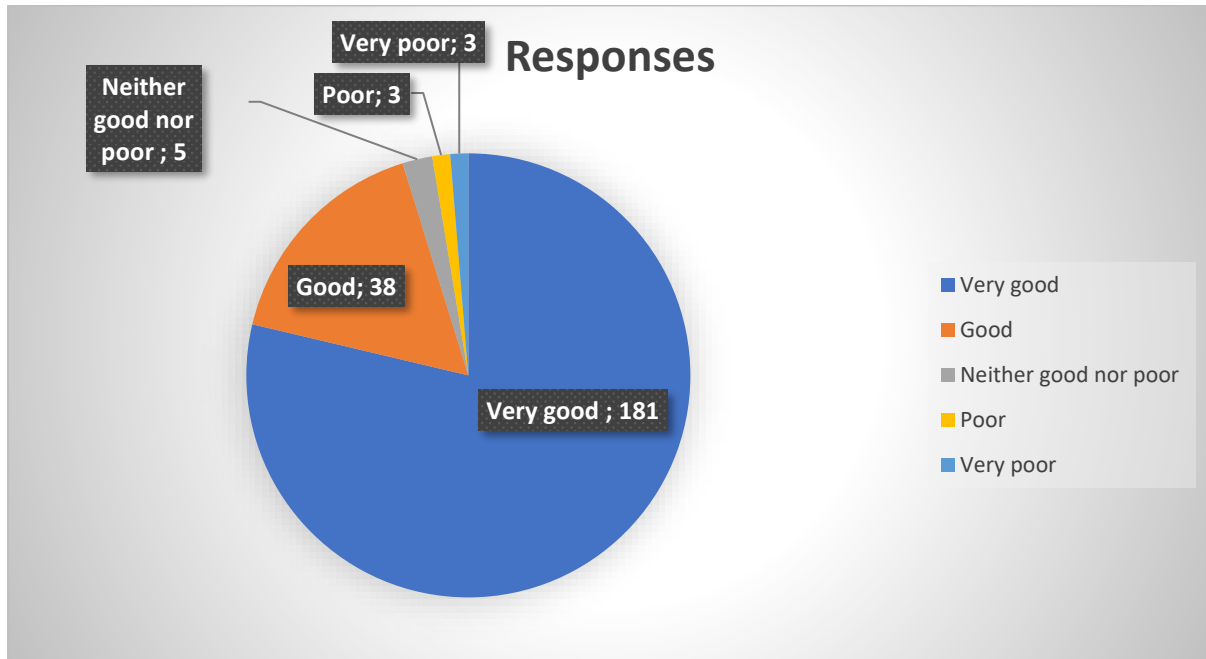
- Yes this can be made public (it will always be anonymous)**
- Please keep this private

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	181	78%
Good	38	16%
Neither good nor poor	5	2%
Poor	3	1%
Very poor	3	1%

Please can you tell us why you gave your answer?

Very good

1. Always pleasant and helpful
2. Very helpful in getting a face to face appointment under difficult circumstances
3. Open on Sunday Lovely GP
4. Reception is always very helpful. I was able to book and then rearrange an appointment with no fuss. Everything very efficient. My appointment with the nurse was also good. Calm and friendly treatment with everything explained. I felt in very safe and caring hands.
5. Responded quickly to amgp, phone call by GP offered me f2f app at weekend. Saw me on time.
6. I was seen on a Sunday morning which was very convenient for me, and felt that I was listened too in my appointment with a plan in a place to resolve my medical issue.
7. Felt reassured by an experienced GP.
8. Always quick efficient professional and all issues dealt with and resolved a really good gp surgery
9. Dr very good, I would see this Doctor again if I need medical advice.
10. Receptionist were lovely even swapped my appointment time with a friend of mines mum to help us both.
11. I was offered an appointment in a good response time for a non-urgent issue. It was easy to confirm I could attend, and it was easy to park and to see the doctor. The doctor explained things well and showed some pictures to help me understand and reduce my worries and so I know for future what is ok and what is not. I felt like he had time for me, even though the issue was minor, which I appreciated.
12. Doctors easy to talk to staff always try their best Caring practice.
13. Easy to check in on arrival, clean, no wait to go in.
14. I walked into the surgery and spoken to the receptionist in private. She had treated the situation as important and spoken to the GP after I left.
15. I was seen on time and my doctor was very informative and thorough.
16. Friendly service
17. The dr was lovely.
18. Answered all my questions, Positive feedback, Test and referrals to be arranged, could not have asked for anything more.
19. Service is always outstanding every time I've needed an appointment. polite reception staff and professional and caring doctors. Fast and efficient service with great communication.
20. Caring and helpful Doctor
21. Seen on time, nurse listened, and explained my concerns.
22. Dr is a brilliant GP.
23. Everyone so pleasant.
24. Polite and cheerful staff who are willing to help if needed.
25. Appointment was made and on time.
26. Wasn't kept waiting. Doctor was really helpful and understanding.
27. Understood my concerns and delt with them very well.



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28. On time very precise
29. Very welcoming and helpful receptionist. The GP I have seen was very good and helpful.
Thank you.
30. Staff always willing to help despite the pressures they are under.
31. The Doctor was extremely helpful indeed and gave me helpful advice.
32. Lovely doctors and receptionists. Helpful advice.
33. I arrived at the agreed time and was met by the GP who after examining my problem was able to describe what it was and the treatment he recommended, he then ordered the prescription at my pharmacy and I then went and collected it, could not have expected more.
34. He was very good, and he explain everything.
35. Appointment on time Doctor superb
36. Fast and efficient, seen on time. Friendly nurse
37. I felt listened to and feel the advice/medication are the correct route to follow.
38. Lovely Doctor made me feel very comfortable for an intimate examination. Communicated their observations very comprehensively & thoroughly.
39. They phoned me the same day and I got an appointment the same also Dr Sayed explained everything very well.
40. The Nurse I saw was extremely knowledgeable, friendly & polite.
41. It was all very straightforward.
42. Very quick to come back to me.
43. Very helpful, listened to me and reassured me.
44. Ask my gp service is useful for issues that don't necessarily require FTF appointment. I have been able to see the same GP consecutively which has been helpful as it saves having to go over things again. Dr has been really helpful and understanding.
45. I received a call from the Doctor at lot sooner than expected which was gratefully received.
46. The nurse that did my smear was so lovely, knowing I was so nervous about it. She was informative, kind, reassuring and calm. Thank you so much.
47. Friendly efficient nurse
48. Very friendly nurse
49. Thorough appt and clear information on the issue
50. The Dr was clear, and I felt comprehensive in his assessment.
51. Staff helpful Doctor interested & caring as I was poorly when I attended.
52. I always receive efficient and friendly service
53. The doctor was really engaging and made me feel like he genuinely wanted to help, giving me a few options moving forward.
54. Very supportive and helpful
55. Receptionist very polite and helpful
56. Dr was helpful, knowledgeable and put me at ease.
57. Doctor was very professional empathetic and compassionate.
58. Appointment made straight away, and tests arranged on same day.
59. Was really pleased with my appointment the doctor I saw was very thorough.
60. Always consistent Excellent service
61. Because I was seen promptly
62. Nurse had time to listen to my health concerns and was very supportive. Also took blood sample without my arm bruising.
63. Nurse is so lovely and always makes me and baby feel better about coming for her injections!
She's the best.



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64. The doctor checked my son very carefully
65. Fast and efficient
66. Helpful reception staff. Clean waiting area. I felt heard and understood by the Gp who took extra time to make sure all the information provided to me was clear and I have a plan moving forward.
67. Good use of technology in booking appointments. There was very little waiting time before the appointment. I really like the Dr, very professional and understanding.
68. Excellent patient/doctor communication as well as info given by doctor about diagnosis incl screen X-rays to demonstrate/illustrate. Had a steroid injection and care was excellent.
69. I find the staff very polite, and the doctors are very good, and I didn't wait long for an appointment.
70. Quick appointment Dr listened and gave good information and arranged tests quickly.
71. Nurse was so kind and caring. Explained everything well. Made me feel at ease throughout.
72. Dr provided the time needed to discuss concerns and next steps. Patient and thorough
73. Easy to make an appointment.
74. Everything went ok.
75. No waiting, Seen quickly.
76. Dr Gill explained everything to us in nice simple way.
77. Friendly knowledgeable staff Always helpful good atmosphere
78. Always happy to help.
79. Very professional treatment and advice from Dr.
80. The nurse was very informative and friendly. She made a not very pleasant procedure easy.
81. I requested a blood test on a Tuesday, and it was done on Saturday morning, and I was seen within 10 minutes of my appointment time.
82. Always helpful & professional.
83. Response to original query was rapid. Treatment was effective. All team members I met were helpful and friendly.
84. Nurse who took my blood had a very pleasing attitude towards me which goes a long way to calming the patient down during the process of doing her job, many thanks to her.
85. Staff very helpful
86. Great to get a weekend appointment at the surgery. Advanced Practitioner brilliant as always.
87. My appointment went very well, and I was seen before my appointment was due.
88. Staff member was friendly and made me feel extremely comfortable even when it was difficult to take the cell sample during my smear test. The procedure was clearly explained beforehand, and information provided about when I could expect the result.
89. My husband and myself are very grateful for the support you have provided to us at a difficult time. thank you.
90. As always everyone was kind considerate and answered any questions.
91. On time. Pleasant staff Prepared to take time with me.
92. Very prompt response to my request GP very good
93. Doctors are always pleasant and feel like they are listening to you.
94. Got an appointment really fast go was amazing she sent my prescription to chemist was ready when I walked there all done within 20 min.
95. Staff efficient and friendly on front desk and doctor was very kind and had an excellent bedside manner. Not all GP's put you at ease and relaxed. Best GP I've seen there. Calm, relaxed and made my concerns feel valid without judgement.



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96. I find it easy to use Ask my GP, I was particularly impressed that I could book my appointment online at a convenient time and the wait time wasn't too long, checking in at the surgery is easy and the doctor I saw was friendly and welcoming and was able to answer all my questions, putting my mind at ease.
97. Got an appointment the same day, the doctor was excellent, gave me a good examination, the outcome was good, the whole thing was good.
98. Am always able to get help or an appointment when I need it.
99. Rose your practice nurse is such a nice friendly lady you should be proud to have her as a member of staff well done.
100. Dr has been both very understanding and attentive. Being able to access the same doctor consistently and face to face, has also had a positive impact on the service.
101. Can always ring and speak to someone to make an appointment. Appointments with the nurse are always available. Appointments with the nurse are always very thorough. It's a good practice.
102. Dr was very sympathetic and listened carefully to what I was struggling with. Dr has made a follow up appt as well. Thank you.
103. Received appt very quickly after raising via MyGP. Doctor was very personable and clear.
104. Dealt with quickly and efficiently.
105. Very friendly and chatty
106. I got an appointment quickly, didn't have to wait too long once there and the Doctor i saw was thorough and very nice.
107. I wasn't kept waiting, seen quickly, and felt that I was kept thoroughly informed.
108. All ways good and listen to me.
109. The gp listened well and was very knowledgeable - and had very good people skills.
110. your practice nurse is fantastic great service 5* plus.
111. all the staff are helpful and friendly.
112. Prompt and on time
113. Appointment on time - friendly and professional nurse
114. The Doctor/nurse I saw listened to what I was saying & was very nice.
115. Nurse is lovely and professional.
116. Ask my GP is convenient and follow up is always quick and helpful with appointments arranged if needed.
117. The Doctor listened.
118. The nurse I saw was informative and made me feel at ease.
119. Friendly staff and helpful
120. I received a phone call when I was told I would. I attended an appointment which was offered the following day and have now been referred. Dr Syed was lovely - she listened and put me at ease.
121. Great service
122. Prompt consultation
123. Very precise and efficient I saw the Dr.
124. My appointment was with the Nurse, she was highly professional, caring and efficient. She made me feel at ease and addressed any concerns that I had. It was an overall positive experience at the practice.
125. Staff very helpful
126. Seen to on time nice and friendly.



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127. The receptionist was helpful and friendly when booking in my appointment with the nurse. I got the appointment in a reasonable timescale.
128. Very helpful quick response
129. Prompt, efficient appointment/receptive GP/v. thorough examination
130. On time, professional knowledge, and caring advice.
131. Seen promptly, nurse was very friendly and helpful. I also like you self-weighing and blood pressure machine!
132. The nurse was very helpful.
133. Always very friendly, understanding, and informative.
134. The nurse was very professional throughout my appointment.
135. Because I am happy with the Dr, I hope he doesn't leave In August
136. Friendly and efficient reception staff. Dr is kind, caring, supportive and understanding. No problems.
137. I had a double appointment with nurse, and she realised my asthma check was due and after checking that she had time to do it she did it and gave me some advice. Nobody was kept waiting so it saved me from going again and her appointment slots.
138. I got my appointment soon. Dr was very nice and helpful.
139. Appointment was within twenty-four hours of ringing surgery, seen by doctor within 15 minutes of arrival,
140. Friendly and calming
141. Friendly and calming.
142. I wasn't kept waiting. The nurse was friendly and helpful, answering my questions. I was able make further appointments.
143. The receptionist realised I needed a face to face and arranged it. The Doctor was very efficient and checked me thoroughly. Thank you.
144. The. Doctor was on time and very thorough. He gave me a course of antibiotics.
145. I was very content with the treatment I received.
146. Always get my appointment on time, always support with all the required need, all the staff work professionally and always caring.
147. So far, the staff have been very helpful and accommodating.
148. The doctor requested tests. I had 2 the next day & the next one is the week later.
149. Doctor was very nice and considerate.
150. Quick call back for appointment, appointment same day, friendly doctor, prescription for issue given.
151. Helpful & friendly staff
152. Everyone was very polite and considerate.
153. Seen same day.
154. Good helpful receptionist. Doctor appointment was on time.
155. Kate was very pleasant & efficient, & the outcome was most satisfactory. Well recommended.

Good

1. I was happy when I left.
2. Dr was sympathetic.
3. I was seen within ten minutes.
4. Too long for a little one to be seen.



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5. Waiting time to see doctor very long i wait 40 minutes which was ridiculous.
6. Waiting time to see doctor very long i wait 40 minutes which was ridiculous.
7. Very helpful nurse who seen me very quickly.
8. Amazing doctor but bit of a time delay
9. Put me at ease, so I wasn't worried.
10. Service good and the GP excellent but I was messaged to say I would be called on Saturday and I was not and received no message about that. Otherwise very pleased.
11. Apart from a 15 min wait for my appointment it would have been very good.
12. Efficient service. Nurse was friendly and offered advice. Easy chat
13. The doctor was knowledgeable and pleasant.
14. Comprehensive information from nurse and very reassuring.
15. The GP was excellent. I cannot fault him. He was particularly good and working with my son. My son is getting counselling via school, and I saw today on one of the sheets they do that he said it was very important to get support and help from GP's concerning his toe and knee - which this GP provided 100%.
16. Doctor listened to my concern and dealt with them.
17. My appointment with Sophie was informative and helpful.
18. The appointment was on time. Doctor seemed to be really listening to my problems and was very helpful.
19. App with nurse who went above and beyond to support and reassure me in my appointment.
20. Got an appointment on the same day.
21. Saw practice nurse so. Any comment on GP. Running late but this was advised on the booking on screen, which was helpful.
22. Reception is frosty - should be welcoming, but it's not. Like the receptionist is doing you a big favour providing basic info.
23. Call made when appointment time stated. Resolved over the phone.
24. I was pleased with my appointment.
25. Doctor was fab, after feeling ill for 2 weeks with what I expected to be an ear related infection Dr confirmed it was and gave me the relevant medication even after 2 hospital visits and hours of waiting there couldn't pick the issue.
26. Was seen straight away.
27. Because twice appointed for physio has been messed up. Once when I was told no appointment had been made second time. The person doing physio had phoned in sick. I went only to be told he had phoned in and there was no way they could contact me to let me know. Then said she would msg with new appointment. Which she didn't I came in and got one there and then.
28. My askmygp message was responded to quickly and escalated as it seemed serious. The initial appointment time offered wasn't possible for me, and the practice were able to offer me an earlier time, so all good.
29. Nurse was very helpful and explained the outcome of my blood test.
30. Great experience just horrid vaccination appointment. Nurse was amazing.
31. There was a problem with a referral that I had for an ear infection a swob should have been taken at the time of referral the Doctor saw me and the swob was sent and I should now be able to book an appointment with the hospital.



Neither good nor poor

1. Patient has only 10 minutes for appointment. It is great that appointments are available on weekends, but 10 minutes doesn't feel long enough.
2. 50 min waiting
3. Staff were helpful and friendly but waited an hour after my initial appointment time to be seen.

Poor

1. I had the second appointment of the day, and I was sat there for 40 minutes after checking in before I was told they'd made a mistake and booked me in with a nurse who wasn't scheduled to work that day. I was told to wait around, and they can try to squeeze me in (I was already late for work) or make a new appointment.
2. The appointment was good and felt supportive, however the process of getting an appointment and the follow up is very poor.
3. I requested a hearing test but was told there was no justification if I wasn't sure there was a problem. No opportunity to give a full account of problems with my ear.

Very Poor

1. I did not receive the call!
2. Only basing this on the practice and not the nurse that saw me. She was lovely, explained everything and was very welcoming.
3. Every doctor I see tells me something completely different. Doctors are very insensitive.