

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: August 2024

Total Responses: 228

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 *

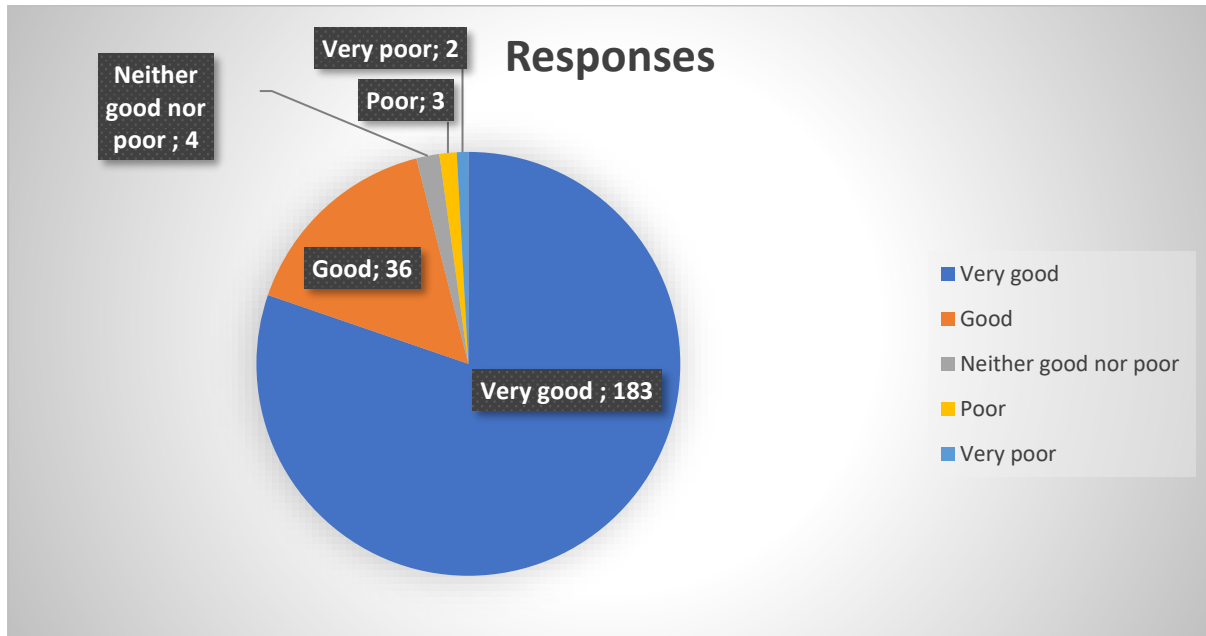
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- 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	183	80%
Good	36	16%
Neither good nor poor	4	2%
Poor	3	1%
Very poor	2	1%

Please can you tell us why you gave your answer?

Very good

1. Dr listened. Very pleasant. We had a good laugh, but everything was taken seriously
2. I love the place
3. Friendly service
4. Always respond to AskmyGP promptly and arrange appointments when needed.
5. I had an appointment with the nurse She was as usual very helpful and efficient.
6. My first visit to the surgery as a new patient. I met the Practice Nurse, who was absolutely lovely, and put me at ease with her warm friendly manner. She was very thorough, and we covered a number of medical questions, and she was very informative. I also had helpful interaction with 2 members of the reception staff. Thank you too all.
7. Always prompt to respond and very helpful
8. Always have excellent service there especially off the nurse
9. The nurse was very helpful and caring
10. I was seen by the nurse on time and as well as blood test and BP check had a meaningful chat with her.
11. Dr gave exceptional service.
12. Everyone very friendly and helpful.
13. Short wait, straightforward appointment
14. Professional, efficient, and polite.
15. Doctor explained all I wanted to know in a very nice way.
16. Was seen on time Doctor was pleasant what more can you ask.
17. Very quick appointment and flexible to fit with my situation. Great service from the Doctor too.
18. Very warm friendly and professional.
19. Appointment on time Dr was first class much appreciated Thanks.
20. I was dealt with very carefully and every aspect of my concern was investigated.
21. From arriving to leaving the service was good
22. Had my bloods done at the practice and found it better than going to the hospital, but only found out about being able to have it done at the practice from a lady on the booking line because they couldn't get me in Trafford for two and a half weeks.
23. Seen same day as call.
24. Dr was very good he listened and responded with concise and informative answers
25. Was seen very quickly when contacting surgery
26. Very professional and gentle
27. Because the Doctor was helpful and listened to us
28. The Dr listened to all info, queries and questions patiently, and gave detailed and thorough answers. She spent more time with me than she probably had available, given how busy she must currently be.
29. Prompt response to request
30. Quick response to my request, saw a GP within a week
31. Because I got an appointment very quick and I find the receptionists very helpful and polite
32. Prompt appointment, good care from GP



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33. Quick, good advice very pleased
34. I gave very good as I didn't have to wait very long to see the doctor and was not rushed at all...was even asked if I had anything else I wanted to ask.
35. Got an appointment quickly Clear communication from Dr on issue and next steps
36. Following a telephone appt with a lovely Doctor, I was then given a face-to-face appointment quite quickly & in-line with when I said was convenient for me. Dr. was amazing! He listened patiently & at no point did I feel rushed. He showed interest, empathy & explained the advice given & plan going forward in great detail, resulting in me leaving feeling very reassured! He is a credit to the practice.
37. No issues from arriving. Helpful and friendly
38. Same day service
39. Seen on time, doctor asked to see me again in June and arranged my next appointment, which I have just received.
40. Happy with my treatment the nurse to talk with is lovely lady.
41. Nurse is so nice
42. Very patient, thorough and caring
43. My appointment was booked quickly after I completed ask my gp. When I arrived for my appointment, I was seen on time and the doctor was helpful
44. Good service helpful staff no long wait
45. Registering my case, getting an appointment and timing of appointment was quick and easy
46. The speed I got an appointment was excellent, I booked with my GP online.
47. I am going through a hard time health wise all the staff from reception to doctors consultation and treatment has been very good
48. I was seen on time, doctor was nice, listened to what I said, I was examined, then was asked to go to TG for Xray.
49. I was offered an appointment for my daughter within two days (was a non-urgent medical issue) and booked a date and time that suited us. The ask my GP service is easy to use, staff in the surgery all friendly and professional.
50. Appointment made within 4days.good G. P communication. Satisfied with overall appointment.
51. Dr listened to my problem and very pro in his approach and addressed all my concerns.
52. Practice nurse was lovely. Very friendly, caring and thorough. I didn't even feel the needle as she took blood from my arm. Thank you.
53. Nurse was so compassionate towards me and listened
54. Excellent service, immediate response
55. Made to feel as easy nurse very good
56. Best GP I've ever seen. Will be requesting him personally from now on.
57. Doctor was very attentive and caring
58. I usually get an appointment quickly when needed
59. The Receptionist and Doctor were both very helpful.
60. Bang on time no hanging around waiting.
61. Great practice
62. About very good service
63. Prompt efficient friendly service.
64. Very understanding. Polite and precise!!
65. Flixton medical centre have always gone that extra yard for me
66. Все було швидко, мене вислухали, все було чемно. Дякую.



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67. GP gave clear advice.
68. Prompt and courteous response to queries and request for first appt.
69. The Dr is very good.
70. Always very friendly and very informative the nurse I was with yesterday was excellent 🙌
71. Got an appointment quickly for a non-urgent matter. GP as always very friendly and you feel listened to and reassurance provided
72. Seen to quickly follow up appoints
73. On time to see Dr, she was very pleasant and caring.
74. Seen very quickly and very reassuring
75. The nurse was very thorough it was not rushed. It's nice to have a positive comment to make about the NHS under the current climate
76. I was seen on time and treated in a friendly but professional manner
77. Nurse very nice
78. Saw the nurse for a diabetic re and she was very thorough and gave me lots of info that would help me.
79. Receptionist very pleasant Not long to wait to see doctor
80. My son has hardly ever had to see a GP rang for advice spoke to the receptionist, she was helpful & friendly. Seen a young GP who was Professional, friendly gave my son a full check over and made him feel at ease & offered great advice. Thank-you
81. Dr was polite and very knowledgeable...
82. Filled out form on AskMyGP with a suspected throat infection, a lovely receptionist contacted me and got me booked in same day, she was super friendly and made me feel at ease after feeling rubbish all day. On arrival, the reception staff were helpful & approachable. The wait time was around 10 mins & once called, I felt the Dr was listening to ALL my symptoms, asking appropriate questions and doing ALL the relevant checks to determine what was wrong with me. (I had previously been to a walk-in centre where I did not feel I was checked over adequately and the app had been rushed) The Dr prescribed antibiotics and explained other remedies I could do at home to help recover which I was very grateful for! Overall, lovely staff, in & out within approx. 20 minutes, felt heard and cared for & received the help I needed without having to plead!! Great Doctors Surgery; highly recommend!
83. Practice nurse is amazing and a joy to see. Very knowledgeable, helpful and kind.
84. Fast efficient service, Doctors listen to your issues.
85. The Dr. was lovely and listened to me carefully.
86. Problem approached methodically with respect to previous history
87. Nurse and admin staff excellent follow up to my blood tests and askmyGP query
88. Maureen was lovely and the appointment went well.
89. Easy to make appointment. Seen on time. Friendly staff. Felt listened to and understood. Blood results back the next day. Can't fault it, excellent surgery.
90. Had an appointment the weekend after I phoned
91. Very efficient and caring
92. In and out, friendly nurse.
93. Everybody is friendly and helpful, and check in is so simple.
94. Apt given within 1/2 an hour of request
95. Always have excellent treatment and efficient service
96. In and out
97. nurse was a very considerate and kind nurse.



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98. Seen on time by a lovely nurse who was very friendly and knowledgeable.
99. Lovely practice nurse. Really informative, friendly & made me feel at ease.
100. Everything about the service you provide is excellent
101. Appointment was on time, in and out in minutes.
102. I can't find fault with the surgery they have always served me well.
103. Doctor was very caring and clear about next treatment actions.
104. I was seen straight away as I was in a lot of pain.
105. Friendly reception staff and Doctor, professional courteous service
106. Prompt response to query. Timely appointment. Professional and kind staff.
107. I got an appointment very quickly, doctor made me feel at ease, she was smiling which always helps. Examined me, came away happy.
108. Prompt appointment offered. Clinician was thorough and kind - pitched explanations appropriately. Children were accommodated well.
109. Nurse very good explained everything very well looked after me very professionally.
110. Friendly and helpful staff. A very pleasant appointment with the GP.
111. Dr was welcoming and gave clear explanation of my condition.
112. Can not praise enough service is excellent
113. GP dealt with a number of issues for me and quickly arranged appropriate action/investigations
114. I saw the nurse for a smear, blood yest and blood pressure. She was very informative and patient with me and made me feel very relaxed.
115. Prompt appointment, in time and what I required
116. My doctor had made me felt very confident to speak and be myself
117. On time appointment and everything explained to me
118. Great staff and very helpful especially when I need assistance for my 3-year-old daughter AskmyGP service is fast
119. Received an appointment within 72 hours and I've had my appointment for the breast clinic already and I only came in yesterday.
120. Very efficient
121. Full assessment done by Nurse, very helpful and a pleasant lady
122. Dr sorted problem
123. Nurse was very efficient and helpful.
124. Nurse was very friendly and answered all my questions.
125. Excellent informative consultation with the nurse
126. The staff and the doctor did their job perfectly and professionally and I was very satisfied with that, thank you.
127. Dr was polite and patient with me as I needed time to explain and explained clearly and thoroughly to help remove my anxiety.
128. Helpful, efficient team
129. Prompt, efficient, caring, and friendly service.
130. Very friendly and professional service
131. Fast response, appointment given next working day. Doctor was very welcoming and reassuring, took time to address concerns.
132. Both Drs who I saw a week earlier were very professional, thoughtful, receptive, and friendly.
133. The nurse was very pleasant and accommodating



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134. Always a lovely experience at this Surgery. Staff are friendly and helpful x Drs are very precise.
135. Doctor has been extremely kind and supportive; his compassionate approach and excellent communication deserves recognition.
136. Everything runs smoothly
137. I was given a prompt face to face appointment and the doctor was empathetic and proactive. The doctor addressed my concerns and arranged follow up.
138. I had time to voice my concerns. Didn't feel rushed was comfortable and happy with my appointment
139. Staff on reception very helpful and friendly and the nurse was brilliant.
140. No waiting and GP listened.
141. Managed to get an appointment within 2 days and accommodated to find a date/time I was available.
142. Swift response and appointment
143. It was more or less on time and all the staff were very helpful
144. Very informative
145. I was informed on the check in machine that the doctor was running 12 minutes behind, so I was then aware as opposed to wondering. The doctor was very helpful, listened to me & understood my concerns.
146. Very friendly but professional. Seen on time. Checked with me what I was there for. Very reassuring.
147. pleasant experience
148. Everything good and on time
149. After initial enquiry and blood tests, I was given an appointment that suited my days off, the Dr was very good with me and hopefully the prescription I have will solve my problem
150. Was seen by the nurse 5 mins early.... Very quick and efficient
151. Quick responses on ask my GP. Same day appointments when needed. Happy and helpful team of staff, nurses and doctors. Staff chase up patients when it is a mental health concern with no judgement.
152. Saw the nurse, very thorough, professional and a pleasure to have an appointment with her.
153. Got back in touch with me within 1 day.
154. Punctual. Lovely GP listened and very caring. Good patient practitioner relationship
155. Staff are always lovely, willing to help and efficient.
156. Treated perfectly by the Nurse. Polite, relaxing, and very efficient.

Good

1. Quick response, pretty much straight away. Friendly and helpful staff. This is an improvement especially in the reception area.
2. Seen on time & vaccination fully explained & what to expect
3. Nurse was v professional as usual
4. Bloods taken efficiently.
5. Had to wait 20 mins surgery was empty
6. I find it difficult to explain my problems in a 'message box' on line. But GP was attentive and helpful



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7. Appointment with Nurse - Overall experience was good she was helpful and got things sorted out!
8. Quick and efficient
9. Good prompt service as usual.
10. Wasn't sure of the procedure after I signed in didn't realise there was more than one waiting room.
11. Advice provided.
12. Got appointment within 2 days Very courteous staff. Doctor very approachable and thorough
13. Got seen quickly.
14. Got seen quickly.
15. Quick appointment system
16. GP listened and didn't feel rushed
17. Query raised via AskmyGP app, quick response and was called with offer of GP appointment later that day, doctor was efficient and did an exam, was reassuring and made a referral for a follow up examination with a specialist.
18. Excellent help from the GP. Very useful, understanding, and informative.
19. Friendly staff and on time.
20. Even though my appointment was 15:45 and was last minute (think I was squeezed in) and I waited nearly an hour to be seen. Just like the time before last (as the receptionist failed to book me in) I find the GP's to be friendly and helpful.
21. Doctor helped answer my health concerns.
22. Great Pharmacist very patient & Dr. lovely manner, but the receptionists could learn people skills.
23. The GP asked me several questions.
24. I like ask my GP it speeds things up. Staff are helpful and friendly
25. Kind doctors, thorough examination and questioning
26. Was very happy with the service I received

Neither good nor poor

1. I don't feel like the Dr listens, he just dismisses anything I have to say and see me has a winging woman ... when I know I have a high threshold of pain so when I do make an appointment it's because I'm experiencing severe pain in other places.
2. Arrived for an appointment and were notified that the Dr was running 30 minutes late. However, when we were seen I was very happy with how the appointment went.
3. Appointment was cancelled: I got a call whilst I was stood outside the surgery!
4. Just asked a question which I thought was important but was told no more time available

Poor

1. Not much satisfaction, with the doctor I saw, just carry on taking the Gaviscon, he wasn't bothered about the pain.
2. The time taken from asking for an appointment to receiving one is far too long. I also do not think the new practice of waiting several days to receive details of the appointment, via a text message, is reflective of a service which is functioning as it should.
3. I should have had a phone call appointment but did not receive a call.



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Very Poor

1. Difficult to get an appointment. Rushed when eventually got one and didn't feel like I was properly assessed.
2. I used ask my GP and the doctor arranged a telephone call however I didn't receive the call from the doctor but it was recorded as completed on ask my GP