**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST MAY 2023**

We started collecting Friends and Family Test responses from patients again after a pause during the Covid pandemic. We would like to thank everyone who has taken the time to respond. Patients who have had pre-booked face-to-face appointments should receive a text message asking for feedback, please ensure we have your up to date mobile phone number, anyone is welcome to let us know how they feel about the service we provide by replying to the text message, using the link on our website or by completing a card (available at reception).

There were 341 responses received back in May 2023.

We asked our patient’s

Overall how was your experience of our service?

 Number of responses Comments

Excellent 86 YES

Very Good 198 YES

Good 38 YES

Fair 10 YES

Poor 10 YES

Don’t know 10 YES

Below are some of the comments that we received:

**POSITIVE:**

Very attentive, fast appointment

All staff & Doctors all through pandemic have been amazing looking after mum absolutely nothing wonderful service I wish other surgeries would follow your lead.

Always very good

Dr Asrani listened to my concerns and answered my questions very patient and informative

Seen quickly and Doctor was very helpful

Dr Asrani very attentive and empathetic

The Doctor was thorough and listened to me

Understanding and compassionate Dr felt very comfortable, got a last minute appointment no problem

Clean and welcoming staff and environment, GPS and staff very informative

The Doctor explained everything to me was polite and made me feel at ease

Extremely professional made to feel at ease through examination and relaxed

Dr Asrani was very thorough didn’t feel rushed and felt at ease in his presence

Excellent communication/listened

Debbie the nurse was very pleasant and helpful explaining everything to me as she went along and answered any queries that I had.

The doctor was brilliant- and how I’d expect a doctor to be. Lovely man

The nurse seemed to be bothered about my issues

Informative and friendly nurse

Doctor was good and efficient and easy to talk to

Staff very friendly and helpful

The lady Dawn, put me at ease straight away and went through anything thoroughly asked lots of questions and listened.

Been with this surgery for over 25 years. Fantastic staff, amazing doctors throughout even when the doctors have the standards have remained extremely professional. Keep up the great work. Trevor mcewan

I rang to get a appointment to see a doctor , I saw one that afternoon and had my x rays next day !

The doctor listened, advised and didn’t rush the appointment

It took months to get a bookable appointment but once I got one the doctor was great.

Front desk staff were friendly, accommodating and polite. Helped me navigate making appointments and assisted with queries.

Appointment on time nurse friendly

You seem to care and spend time with us

Although it took a while for me to get a consultation, the outcome was very positive.

GP really helpful, showed empathy and reassured and gave great advice

The nurse was very thorough explaining as she went along

The staff at leesbrook always deal with patients very professionally. I find them friendly and always ready to do that little bit more. Well done.

Regular blood tests . 3 monthly, the system works well.

appointment was on time and Doctor Lluis Cecil's was very helpful.

Polite and courteous

the doctor was very friendly and helpful

Apart from problems with making appointments,staff are usually very helpful

The receptionist was pleasant and the Doctor very helpful with my athritus problem

Extremely thorough and all staff extremely caring and compassionate

I got an appointment quickly and the doctor was excellent.

Seemed kind

Appointment on time, very friendly nurse.

minimal wait - good advice given

Prompt and helpful under present pressures

Dawn was very attentive, friendly and understanding.

Quality of the communication

Everything went smoothly

Doctor was very friendly, very thorough and I was very happy with his examination.

Sharon is such a brilliant nurse, so caring, so professional and you always feel like she has a personal intrest in you.

Always polite & helpful

On time efficient and freindly

Caring professionals

Dr queresha takes time and helps talk about your health.

I got an appointment! Emma the nurse practitioner communicated very well, was patient and I didn’t feel rushed

Quick turnaround

Friendly service

Everything went smoothly and to time

Unable to make an appointment when nedded

Efficicient, friendly and on time

Efficent

Very satisfied with treatment

Excellent service other than a 20 minute delay .

Felt very well looked after.

The doctor was very pleasant

Efficient , professional service and care

Very understanding , caring and informative- I saw Nurse Debbie fantastic x

When you can get an appointment it’s good.

Gp listened and explained everything

Waiting time and attitude of staff.

Doctors and staff very nice

Very pleasant staff and satisfied with the service

Nurse always very pleasant and puts you at ease

Efficiency

Doctor was very helpful explaining everything I think I’m in Love with him 😂

Excellent service from the Doctor

Excellent service.

Reception always happy to help, GPs are very thorough and helpful to break down medical jargon. Very knowledgeable and immaculate care provided by all staff.

It's true

I rang at 8.00am and got appointment for 10.20am. Dr Murphy treated me with dignity and professionalism and put my mind at ease.

Phoned same day got an appointment

Everything went well and on time

Very helpful and friendly.. I got a emergency appointment on same day

I rang at 8.00am and the phone was answered immediately, I was allowed position 2, after a few minutes wait I was speaking to a very pleasant and helpful telephonist, I asked for an appointment for late afternoon to which after a few questions I was allotted an appointment at4.20pm after a short wait I saw a Doctor who straight away put me at my ease as he could see that I was in a lot of discomfort, after a few investigative questions he sorted me some meds which hopefully will go towards helping my ongoing problem, a very pleasant and calming experience

Efficient friendly o

Although my appt ran late going in, the doctor and receptionist were great and had plenty of time to listen to me

Managed to get an appointment straight away

Ease of first contact. Appointment made in less than 3 mins.

Service good

Very efficient

Everything was explained in detail, and advised on everything i needed to address

Receptionist was super helpful (possibly Ellen?) and doctor was really nice and understanding and helpful - good service

I was called after 5 mins and was back home before my appointment time was due

GP was excellent. Appointment was approx 4 weeks from booking and unnecessary - I only wanted to hook a blood test but was told I needed to see a GP.

Always treated well by doctors and staff

Always heloful

Same day appointment, very helpful staff.

I am,not sure the response was right

Booked for a statin review and bloods the nurse I was booked with didn't do statin reviews

Kept appointment, which ran to time. Dealt with effectively, efficiently and pleasantly

I felt as if I had been listened to and also the problem was acted on

Every thing was done with compassion and understanding

Went into appointment on time

Always helpful and polite

very helpful and friendly staff

Over 70 attempts to get through by phone from bang on 0800hrs.

When able to get an ay they are all so caring and I like the familiarity

Receptionist are Always incredibly helpful, reassuring and lovely.

Dr Cecilia is fantastic

As it's quite sometime since I've had a doctor's appointment I was made to feel relaxed which was most reassuring.

Easy to make appointment. Great staff

Goodcservice

Dawn explained as we went through the process and was very helpful.

I think all at your practice are wonderful. Yesterday I was listened to, and Emma was kind, considerate, caring, pleasant, polite, knowledgeable - with thoughts projected to a future dat for monitoring - everything good

Very friendly and efficient service

I felt listened to AND supported by GP

Appointment on the day! That’s all anyone could ask for

The doctors and staff are amazing so helpful.

I was seen promptly by a lovely young man and felt he listened to what o said.

My previous doctors have not helped me with any of my problems but as soon as I moved to this doctors I have been referred to the right people and looked at properlyz

Quick appointment with a doctor - same day

Friendly open caring treatment

attentive and helpful

Debbie is absolutely lovely made me feel at ease and took the time to go through everything needed with myself.

Not very much experience of service not know

Because they listen to me and get appointment soon

Dr very thorough and minimum waiting time

I was seen on time and didn't feel rushed

Great service and staff especially nurses Debra and Sharon

Good service

Debbie was very helpful and keen to help

Sharon , the nurse us kind & caring

Able to book an on the day appointment for my daughter.

The staff were very kind and helpful.

Had my routine checkup with Debbie which was performed with professionalism, efficiency and friendliness.

Saw the gp I wanted

On time and a very good nurse explained everything yea a

Everything done very professionally and very pleasant

Very curtius and polite

Alway

Always get good service when I come to the surgery.

I have been with this practice for over 30 years and I’ve never encountered a single aspect of the commitment they show to the care to be anything less than exemplary. I have also not heard of a single complaint voiced regarding their service.

It was quick and efficient

Seen promptly good advise

Lovely professional caring service

Dr Qureshi was very thorough and understanding. Reception staff also very helpful

Happy with the results

Because it was.

Didn’t have to wait for appointment. Dr Qureshi took his time, was thorough, explained information clearly, and was kind.

On time and polite

Prompt appt given approprately referral for scan done in less tgan 24 hours staff lovely & helpful

Always very helpful. Takes a long time to get through on the telephone but Always get an appointment

Everything was excellent.

Everything went smoothly, on time and as expected

Because that is my opinion

Reception staff were friendly and helpful. Gp was new to me and I did feel.a little like he didn't know my history but that's because I didn't want to wait to see the female gp who had been dealing with me previously. I had waited a long time for this appointment

The nurse I saw was so lovely. She was called Debra.

Same day appointment with the physiotherapist. Excellent service from him

Service has been faultless

I have had any problems dealt with and then regular checks after

Excellent service

Listened to me and was sympathetic and supportive . Tried to help me with my problems . Felt reassured after the meeting .

The nurse I saw for my blood pressyre was really thorough. I asked her about my cholesterol blood results as I had not been informed of the result only my iron result. The nurse told me it was high and she would speak to the doctor and contact me on Friday. She was so helpful in every way and also did the woman health check. She is an asset to your surgery.

I got a same day appointment as always with Dr Khalil and she diagnosed the problem straight away. I was very impressed.

Efficient helpful patient nurse

The doctor was very helpful and very knowledgeable he made me another appointment to see a dermatologist to put my mind at rest

Polite n helpfull

Everyone was so nice

Came into surgery not really knowing what I needed, the GP I saw was excellent & very helpful.

Seen promptly, Dr very nice & explained everything clearly

Did everything I wanted

Very professional and friendly

Both the nursing and doctor Queshi have been very supportive in trying to resolve my ongoing conditiovery supportive in trying to establish the right medication for my conditions,

The support they give my husband.

Just because it is

Very helpful

No waiting and doctor helpful

Prompt and friendly help

Didn’t wait long, friendly service

Satisfied with the service I got

Explaining all of the tests I was having

No wait time. Friendly efficient staff.

I have always been able to see someone at the surgery quickly after an appointment has been made, but the process of making an appointment can be time consuming and frustrating.

Good service provider

Emma listened to me and made me feel better and I’ve come away with a care plan

Receptionist Danielle is always very helpful and friendly. Doctor was thorough and I felt she listened to me

Appointment on time and excellent support

The treatment was excellent by Emma the matron.

Brilliant sent me to hospital straight away xxx

Asked me questions and considered my responses.

Staff were polite and friendly.

Never fail to help me

Lovely staff

Friendly staff and first class advice from Doctor

It’s getting easier to book appointments etc

Member of staff

The whole practice is excellent

QI was treated in a friendly and competent manner.

Very good

Reminder text sent to me. Appointment on time. Friendly staff.

Fast friendly service

All staff are friendly and really helpful explained everything in detail and put me at ease

Always had excellent service, last few visits over the last couple of weeks, no exception. Note, Mum has been a patient for 61 years - and counting.

Ensuring I get the right diagnostic tests to find out what the issue is so that I can get effective treatment.

The physician acted on my request very quickly

Managed to get a same day appointment

Appointment provided the same day for my daughter and she was seen on time.

The care and advice from nurse (Dawn, I think) was excellent, really informative and professional. I felt I was in very safe and experienced hands.

Dr Qureshi is very understanding, shows empathy and compassion.

The GP I had the appointment with was friendly

staff very helpful as always.

Top service.

Good communication from reception to seeing the Dr. All staff so pleasant and helpful.

Every one has always been helpful and told me we’re I stood and sorted me out if they could

I made a mistake with my appointment but was still accommodated excellent service

Well accommodated

Doctor was extremely approachable and made me feel at ease

Always polite and very helpful

Nothing really to complain about except difficulty sometimes in securing an appointment

Because Kate was very good, knowledgeable, patient and made me feel better.

Sharon was very professional, friendly and dealt with my needs brilliantly.

Staff always pleasant

Only came for B12 injection, only took a couple of minutes.

I wasn't kept waiting past my appointment time and the doctor I seen was really helpful and thorough.

Dr Kaleel is a superb doctor - very thorough and understanding

So polite and professional

Always very good service

Very thorough and explains processes in easy to understand terms

Good follow up

Lovely Doctor and staff

Absolutely brilliant surgery, I have been a patient there all my life. Cannot fault all the staff

I’ve always received very good treatment from the Doctors and the nurses are excellent. The reception staff have always been friendly and efficient.

Lovely staff

Had to wait for appointment. But went in on time and always feel more relaxed when I see Sharon.

Once I saw the doctor they were helpful

Seen promptly and efficiently

I got an appointment on the day I phoned.

Dr Clark was very good he explained everything to me and made me another appointment without me having to do anything

Very good when you can finally get an appointment

The doctor was very kind and very understanding

I saw Debbie Hall she is excellent.

My appointment was on time and the staff were all very helpful

Always receive excellent service from staff.

Very satisfied throughout our long years of being a patient

The GP who attended me was very good and thorough

Booking system works very well and the staff are knowledgeable and willing to listen. Doctors are very amenable.

Very quick to get an appointment for my baby

helpful efficient service

Friendly and efficient

Doctor took the time to explain and to make me feel heard

Always very understanding and helpful

Questions answered clearly and advice given, reception was particularly pleasant and cheerful thank-you

Sharon always on time and friendly

Was able to get my situation across easily, and came away feeling I’d been listened to

Very dignified consultation

The appointment went smoothly and professionally.

Two week my husband took me to see Emma the Marton she saved my live she got to ae which I had golblatnbbatttb ang gol stones if had not been for her I wouldn't be hear

Short notice appointment (saw dr within 3 hours of call). The doctor very thorough and I wasn't rushed.

I cant find eny fault with the service i get from the surgery

Very quick sorted out the problem.and got checked out B/P etc

New. Doctor to me. He listened and seemed to care. Giving me confidence that we will try and improve things for me

Always great with me. Doctor is really good and receptionist was brill

Seen on time performed as expected pleasant and efficient

Able to get an appointment. Nurse practitioner was very thorough and her communication excellent. Staff on phone and on reception were pleasant and very helpful.

Very pleasant staff , helpful doctor

Helpful friendly staff

Doctor was very good she licensed to me and sending me for further tests

Well checked out and happing with the answers/medication supplied.

I was treated quickly in a very friendly and caring way

The service I received was very good

Emergency app for 3 year old given. Only waited 10 mins for doctor

Efficient and friendly service.

The doctor was very helpful and professional

Always friendly and helpful staff

Good rapid response to any medical issue

Dr Muhammad Kamran Qureshi is a lovely friendly doctor the receptionist are also lovely

Apt was bang on time. Nurse Julie was very helpful and informative

I was asked to attend for a follow up blood test Sandra is excellent

Very satisfied with the service 😀

Got to see the doctor twice very quickly and was treated with such efficiency and care.

On time

Polite and friendly consultation

Explained everything and very very pleasant

Very good service

Prompt appointment for my daughter, saw doctor on time, friendly staff as always

I am always able to get an appointment, all staff are friendly and helpful, often going above and beyond to sort out issues. I have never experienced such a fantastic GP practice before, and feel very grateful that my family and I are patients at Leesbrook Surgery.

I was able to get an urgent appointment.The doctor assured me regarding the proposed treatment.

I was impressed that I got an appointment so quickly for me and my husband

**NEGATIVE:**

Can’t pre book appointments

Routine appointments like bloods are excellent but trying to get an appointment to see a Dr very stressful. It's difficult I appreciate that but perhaps a review is needed. Also difficult to make an appointment if the Dr who you have seen wishes to see you again.

Too little time. Matron couldn’t extract blood samples

Unavailable doctors who I know

Sometimes its hard to get an appointment

Unfortunately the Wi-Fi was down which resulted in a longer than usual wait.

Average service, no physio appointment available

Feel the doctors not really listening to my problems and referring me

But I don't like being asked what is is wrong with me.by the receptionist aka Jayne in front of people waiting to check in

The doctor didn’t even examine me

Also unable to hear the speakers announcing time to see GP

Running extremely late,

Wait time was a little excessive, 30 minutes past appointment

Doctor who was treating me asked me to come back and see her if no better, couldn't get an appointment for 3 days in the meantime a message was passed to a doctor who said ring out of hours or 111

I requested an appointment and couldn't get one for 6/7 weeks!!!

Can’t get appointments. Asked book appointment for medication review following an appointment 4 days ago when I was put on 60 mg a day dosage of steroids by a trainee doctor but impossible to speak to anyone or get an appointment. Told to ring for out of hours appointment (no answer) or 111 not possible to get through.

Booked for a statin review and bloods the nurse I was booked with didn't do statin reviews

My ultra scan went unprocessed for over 2 weeks. It was not until I contacted the Practice Manager we’re they located in the 100s awaiting to be processed at the surgery.

Cant get an appointment uncaring inflexible staff

Poor communication

Waiting 40 minutes after Ronnies appointment time

Appointment system needs to improve I was told to make Appointment for physio but no appointments available so need to ring back next week

Lack of appointments and signposted to out of hours service but couldn't get through.

Had to get an appointment through patient access not by phone. When I had 2 things to discuss with gp I was told I needed a separate appointment

Helped with the issue my little boy had but very restricted on appointments and times when in work or have other appointments to attend. You can't always just come when you get given a time

Can never get to see the same Dr Don’t feel the Drs are interested because they know they’ll probably never see you again

Never get to see a proper doctor all students never any appointments til weeks later and have to keep returning as I don't get any proper advice or medications

2 months waiting to see doctor!

Takes to long to get an appointment