**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST JUNE 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 320 responses received back in June 2023.

We asked our patient’s

Overall how was your experience of our service?

 Number of responses Comments

Excellent 111 YES

Very Good 158 YES

Good 24 YES

Fair 17 YES

Poor 7 YES

Don’t know 3 YES

Below are some of the comments that we received:

**POSITIVE:**

The receptionist made my emergency appointment same day, very helpful and friendly. Dr Fantastic and on time and dealt with put my mind at rest.

He explained very very good. He is a good Doctor he let me feel very confident when I was talking to him

Seen on time and good service everything explained 5 star

I have always had an appointment when needed staff polite and thorough with everything they do

The doctor is so kind and great listener Dr Qureshi and receptionist

GP explained everything well

Friendly and always ready to help patients

Because our surgery is the best, Dr Clark clone Dr Clark

First class fast track approach to my problem with my kidney

Very friendly excellent manner felt listened to explained and demonstrated what exercises I needed and printed the information and checked my understanding and asked if I had any other questions

|  |
| --- |
| Was able to explain my issues fully and listened to and treated sympathetically  |
| I had no problem in getting through on the phone to make an appointment. An appointment was offered for the same day and once at the surgery , the service was kind and courteous. |
| Help given when needed  |
| I had a very professional one to one with Emma the nurse practitioner she gave me very good advice |
| I was given the time to relay my concerns  |
| Nurse was friendly and professional and even saw me before my appointment time as I hadarrived very early. |
| Friendly and helpful staff and doctor. I was able to get an appointment for the same day. |
| In the social, economic and political circumstances within which you have to operate, I think you do a fantastic job. |
| telephone for appointment at 08.10, saw doctor 10.30 same day |
| The nurses are very helpful, pleasant to deal with, and very knowledgeable. |
| The Doctor spoke to me,and didn't keep typing  |
| Got a appointment when I needed it |
| Very clear Comms via text. Friendly staff and Nurse |
| On time and great doctor  |
| I was able to be triaged within minutes, and was given an appointment to attend an hour later. |
| The receptionist was very helpful |
| Staff brilliant and doctor was understanding  |
| Dr Khalil is an excellent physician. A welcome addition to the team. |
| Because Kate was pleasant, listened and dealt with my problems most efficiently. Going the extra mile. |
| Friendly and very accommodating staff |
| And Sharon was also caring and kind she allways makes me feel better |
| Dr quashey was wonderful so patient and helpful  |
| The receptionist gave me about a 20 day wait for an appointment even though I had seen the results from an xray. When I explained about the excruciating pain I had in my back she managed to fit me in the same day  |
| She was very nice put me at ease |
| Friendly and efficient visit and on time, as usual! |
| The Dr really listened to me and gave me HRT which I wanted |
| Polite,helpfull,just one lovely nurse as far |
| all my ? answered so i understood about my health problems  |
| Great service pleasant staff. |
| Appointment was on time. My doctor was very thorough and I am pleased that a course of action is in place.  |
| Quick, professional and precise  |
| Kind ,considerate and very caring .  |
| Receptionist gave me a same day appointment after quoting one about a fortnight later |
| I was seen promptly and the nurse (Julie ) answered all my questions and explained everything thoroughly. |
| Quick to inform you of any changes to appts or treatments… |
| Was looking for an alternative solution. |
| Very efficient and tried to help |
| Lovely nurse with lots of helpful information  |
| I was seen quickly and professionally. |
| The dr was very friendly and listened to my concerns  |
| As I said in the last survey in April, Pleasant, efficient staff in all areas. Not having to wait too long to be connected.  |
| The nurse I saw answered any questions I had very thoroughly. |
| Just good all round service and very helpful  |
| Self explanatory |
| Very thorough  |
| Because of the understanding and patience of the doctor  |
| (Receptionists are lovely.)Doctor Qureshi very, very caring, very kind, very reassuring- instils great confidence in me and how I m managing my health. Has a lovely fatherly manner.  |
| Helpful staff and great Doctor |
| Glynis is so gentle and caring, when she injects my foot. |
| Got appointment the same day and I phoned after 9am  |
| Lots of support throughout a bad time. |
| Friendly atmosphere and informative  |
| Dawn was very thorough and explained things really well |
| Given a face to face appointment and feel GP listened and acted on my issue. |
| Sharon was friendly and helpfull |
| Rang surgery got appt same day…already in system for referral. |
| Prompt appropriate service with consideration and understanding. |
| My visit was very efficient and Emma gave me all the information I needed to settle my concerns  |
| Nurse Emma was very thorough and was very attentive and made me feel much more relaxed. |
| Very understanding and a great listener  |
| Prompt appointment, Dr Clarke gave me all the info I needed. Thankyou |
| Seen on time, tests carried out quickly and efficiently and next appointment checked. Sharon was very professional and courteous as always. |
| Lovely staff, no waiting to be seen, nurse Dawn was so professional.  |
| From reception through to Doctor all gave excellent service |
| Always helpful staff excellent services |
| Professional and extremely helpful caring and understanding  |
| I was seen promptly at the appointment time by Sharon who was very pleasant and professional throughout. My only concern was the length of time I had to wait to get an appointment in the first place.  |
| Appointment on the day. Arrived on time and was seen on time.  |
| Very positive presence, from receptionist, doctor very helpful |
| In my experience this practice has responded very well to my health requirements |
| Felt listened to and all my issues and concerns checked. Thorough consultation |
| Very satisfied with the availability of appointments. I felt my review as a new patient and my diabeticstatus by Practice nurse Debra was very thorough and efficient. The staff I have met so far have been helpful and friendly.  |
| Debra was welcoming & clear in her explanation of things. |
| The standard of care is excellent ,Dr Clarke is a gp who goes the extra mile to provide patient care. |
| Effecent and polite |
| I saw Sharon who is always pleasant and makes you relaxed and never seems to hurt when taking blood or giving injections. She is a credit to your practice. |
| The doctor was excellent |
| I have had the best treatment from both the doctors and nurses at Leesbrook Surgery  |
| Very caring  |
| My appointment with the nurse resulted in referral and I had a text to tell me I had been referred just 5 minutes after I had left the surgery brilliant and great staff  |
| The nurse was very welcoming and friendly. Was made to feel very comfortable  |
| Referred me to a specialist  |
| I was seen to immediately and I was given lots of help and advice |
| Friendly, patient service.  |
| Emma the practice matron was fantastic  |
| Always very professional  |
| Prompt, professional, caring |
| I was treated well |
| Doctor lietend |
| Very reliable and trustworthy good staff  |
| Excellent staff |
| I am a diabetic and the treatment I get from all the nurses is excellent  |
| Lovely warm and friendly  |
| Doctor she had a lot of time for you and helpful with the answers  |
| Appointment on time and practice nurse was excellent.  |
| Got the appointment and saw the doctor who answered all my questions. |
| Always excellent  |
| Excellent service |
| Sharon is always great. I was seen on time and she discussed my recent blood results.  |
| Treatment l always receive from the doctors and especially Sharon the nurse  |
| Quick appointment and the nurse practitioner was excellent at getting to the route of my symptoms and treatment going forward .  |
| Always had good friendly service. |
| Thorough on time and well informed |
| I have always found everyone at Lee's Brook Surg ery very helpful at receptionionist, Nurse's, New Doctorsdoing, their best too take care of so ma soctory. Very helpful and kind. Receptionist, Nursing Staff |
| Had a problem and was seen within the hour |
| Appointment was punctual and my annual healthcheck with Dawn C was thorough,felt unhurried and efficiently conducted. There was also the opportunity to raise any of my own queries and health concerns.  |
| Always polite,attended to well and on time  |
| I always feel I’ve had the best treatment  |
| Appointment seen on time nurse very efficient and attentive |
| Very friendly and caring  |
| Katie the Matron who I went to see is absolutely lovely and made me feel that she had the time to listen to me and she gave me excellent service and followed up when she said she would.  |
| Sharon is always lovely  |
| De Clark was very helpful  |
| Polite, friendly. Helpful  |
| Lovley doctor who listened |
| Friendly helpful staff |
| Dr Naji was very informative and kind |
| Appointment was on time for diabetic check. New nurse who was very good to talk to. Sorted medication change. I can ring surgery if sny problems. |
| Good service |
| I was able to book an appointment |
| Punctual thorough asked & answered questions  |
| Good service  |
| Seen a doctor face to face he was very helpful and understanding  |
| Happy with the service  |
| I was satisfied with the way things were handled  |
| My appointment was at 10am I was seen at that time, the doctor was very helpful he explained everything in layman’s terms  |
| On time and explained things  |
| Never had a GP practice as good as this one  |
| Because it was very good |
| Took time to discuss my concerns |
| Good all round service/care |
| Excellent communication, easy accessible appointments |
| Always pleasant, helpful, and listen  |
| Always do your best to help |
| After phoning the surgery at 8am I was seen by the doctor and picking up my prescription by 10am.  |
| Long wait for an appointment, Long wait in the surgery to be seen but satisfied with the doctors treatment  |
| Extremely polite made me comfortable |
| Surgery appears to operating well. |
| There is always room for improvement. Not always easy to get an appointment when needed, I know you have a sister practice however with no transport this is problematic to get to. |
| Treated well and politely  |
| I've had problems with the movement in my knees and also in my wrist and forearm the doctor saw me very promptly and referred me to see the physio this happened within a few weeks which I thought was quite good the physio examined me then gave me exercises to do which I have to keep on with for the next six weeks then return to this surgery for further examination all in all I thought both the doctor and the physio were very thorough |
| Considered and helpfull |
| Appointment on time  |
| Polite, knowledgeable, friendly staff member |
| Pleasant doctor, waiting room nice and airy, given medication to sort out my problem.  |
| Staff very pleasant |
| Helpful, listened to queries, pleasant. |
| Found the doctor quite abrupt and dismissive |
| Follow up on my blood pressure results was very quick with meds issued. This also triggered a call and appointment.  |
| Bloods are done organised and next appointment given Also you are always asked how are you |
| Seen on time and all questions answered. |
| Because I was looking for an alternative solution |
| Very understanding GP with good advice |
| Reception was very helpful & the doctor listened & helped with my problem  |
| Doctor was good  |
| The Doctor was very understanding, helpful and efficient  |
| The doctor always looks after me. |
| Was given an appointment very quickly although it was a cancellation.  |
| Very pleasant staff Dr good listener n |
| Lovely staff who provide a great service |
| The practice nurse took her time to listen and explain. She didn’t rush and made me feel comfortable  |
| Very good service appointment time met and efficient diagnosis  |
| Was fdelt with efficiently  |
| Friendly efficient service |
| Nothing is to much trouble  |
| Doctor was excellent with my son. Wasn’t long waiting and doctor listened and explained why he was feeling the way he did.  |
| Very thorough and listened |
| Well run surgery, staff always helpful.  |
| because I am happy with the services they offer |
| Because they always are  |
| You are exalent |
| Very helpful in rearranging my recent and excellent support from Dr Clark |
| The doctor made me feel at ease, and then sent me to SDEC |
| Seen promptly and dealt with efficiently |
| I don't have any complaints about the surgery. |
| Service |
| Communicative and understanding nurse, agreed a plan going forward and provided further information on caring |
| The staff are very good and the service is excellent  |
| Professional and courteous for a personal matter  |
| Professional and attentive service |
| My appointment was Almost on time. I was told that he would arrange an appointment for me. |
| Seen within appointment time  |
| Friendly staff and timely consultation |
| The doctor looked my son really well and told me what I wanted to know. |
| Everyone very friendly & helpful. |
| Felt like we were really listened to  |
| Got an appointment  |
| Quick to get appt and seen without waiting. Friendly manner |
| Doctor on time and very helpful |
| Dr listened to me |
| Staff very efficient and friendly  |
| Very efficient and quick |
| I particularly like the sense of humour, and time taken with meime taken ttaken to explain your problem and s |
| The dr had a lovely manner, making me feel comfortable from start to finish |
| Nice doctor no waiting  |
| Listening to me feel a more supported |
| Shared info, happy to discuss openly |
| On time and resolved my questions  |
| Didn’t feel rushed and Doctor took time to hear me out .  |
| My father was treated really well  |
| Same day appointment, first ever.  |
| Efficient, helpful, cheerful and good advice. |
| Quick and efficient service  |
| Always great with me, both the medical and the administrative staff are spot on |
| Quick and professional  |
| The nurse Julie was extremely professional  |
| Very pleasant nurse who knows me |
| friendly & effecient |
| As always GP's are very efficient. Lovely atmosphere in the surgery |
| All staff were welcoming and helpful Seen straight away and good consultation with GP |
| Made app helpful staff |
| Dr was very reassuring  |
| Very in deal chat with the doctor |
| First class service within a pleasant atmosphere  |
| I have alway been satisfied with the service i get from the surgery  |
| Was treated quick and efficiently  |
| Clean and welcoming staff and environment. GP addressed my concerns. |
| Fast response and appointment made for same day. The doctor introduced herself by her first name,which was nice as I don't know the doctors these days.  |
|  friendly when you phone  |
| Got to see a doctor put my mind at rest thanks |
| Great service by receptionist doctor and nurse  |
| Friendly people.  |
| Appointment on time receptionist and nurse professional and friendly |
| As usual surgery was excellent  |
| Nurse Julie is lovely very professional and very easy to talk to,  |
| Appointment ran very smoothly. |
| It couldn’t be any better it was a very quick appointment  |
| The doctor I seen was very kind  |
| Friendly, polite staff |
| N\A |
| Prompt service very efficient and pleasant |
| Always appointment either face to face or phone call 👍, |
| Fast to get appointment and great service |
| Good treatment |
| Quick and efficient diagnosis |
|  very helpful  |
|  Dr addressed all the issues raised  |
|  Good serviced service

|  |
| --- |
| Reception polite and efficient  |
| Easy to enter attendance details on arrival and appointment was on time. Dawn was pleasant andefficient whilst explaining the process. |
| Fair assessment  |
| Service good |
| I'd say very good or excellent if appointments were quicker  |
| Had a appointment on same day as requested  |
| All staff great especially doctor Clarke who is brilliant and really listens |
| Swift follow up service |
| Always try their best to help especially in these difficult times.  |
| The service is ok but getting appointments is a frustration |
| It was good |
| My query was solved earlier appointment to avoid  |
| It was comfortable, it's been some time since I have attended the surgery, I know time is precious but only one ailment at a time can be addressed  |
| I had to wait Four weeks for an appointment and rang regularly at 8am in the morning but unable to get appointment t was given out of hours number but nothing available for five weeks so booked my appointment four weeks ago  |
| Nurses very good. Docs so hard to get an appointment  |
| The service on a person to person is good  |
| Spoke about my diabetes  |

 |

 Pleasant, helpful staff throughout. Never have had to wait too long to be connected. Can't think of anything.

**NEGATIVE:**

I told the doctor l had been having chest pain’s and he then said is there anything else no examination and just couldn’t wait for me to go ☹️ Well just about everything so can I make another appointment with someone who knows what they are doing

Can't get the doctor you want to see

Do some things to get appointment

Lack of communication and awkward receptionist Communicate with patients. The correct information. Have empathy with patients

Receptions go out of their way to be unhelpful in every way. Patients are viewed with contempt. Manager supports them and not the patients. Worst gp practice i have ever come acrosd Be patient friendly and do your jobs. You are here for the patients...not to block and refuse patients. Manager needs to sort our surgery and put patients first

Having to ring 100+ times, on one occasion the myself and my husband got through to the queuing

message, both of us were told we were 4th in the queue. The practice manager should try it, and get it

dealt with.

The amount of time in advance appointments have to be booked

Difficult to get an appointment to see doctor

The doctor was running late

Having to wait over 3 weeks for an appointment

Always struggle to get an appointment