**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 309 responses received back in July 2023.

We asked our patient’s.

Overall, how was your experience of our service?

Number of responses Comments

Excellent 72 YES

Very Good 154 YES

Good 33 YES

Fair 16 YES

Poor 13 YES

Don’t know 12 YES

Below are some of the comments that we received:

**POSITIVE:**

Dr Rainy saw me Monday then Thursday regarding menopause problems she is amazing so caring and approachable helped me open up and discuss my menopause symptoms she is amazing.

The most efficient and thorough

Very pleasant and helpful

Nurse was amazing made me feel at ease.

Ellen set up patient access for me when all my efforts failed thank you so much.

Managed to get an emergency appointment within a couple of hours and Doctor Cecilia was excellent thank you.

Danielle on the phone was also very helpful.

Julie took time to listen to my ailments and followed procedures making me feel comfortable

Dr Qureshi was so helpful and kind, very smiley. Informed me about reduced prescription charges very helpful.

Frequently at the Doctors experience excellent

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| Clear introduction of whom I was dealing with. Thorough examination. Very knowledgeable Advanced  practitioner. Very detailed account into problem being experienced. Hopeful with treatment prescribed.  Dr Qureshi was incredibly thorough with my problem and the options available to me. He was.  compassionate and very empathetic towards my situation which made me feel like I'd truly been.  listened to. He also booked a follow up appointment to check that I was improving. He's a credit to  the surgery.  Very helpful receptionist on the phone -Danielle. Another helpful receptionist in surgery at noon.  quick service    Always very good  Lovely doctor, great with children. Nice, helpful receptionist.  Always helpful  Had a bad Day and was late for an appointment but still received what I needed.  The Dr was good at listening to my problem. I got a quick appointment., that eased my worries.  Got an appointment on the same day and was treated.  Seen on time and received professional treatment.  Seen promptly, everything explained.    I was seen on time and my shingles jab was quickly done.  Got an appointment on the same day and doctor and receptionist were really helpful.  The doctor listened to me and was empathetic and kind.    Leesbrook always manage to fit my children in surgery. The doctor actually cares, noticed I wasn’t.  Feeling very good and offered to see me to.  Good to have all accounts in one place.    Very friendly staff who do their best to help  Got an appointment receptionist professional Dr had lovely manner treatment given is working.  Quick response to my online request  Got an appointment quite easily. Doctor was courteous and polite. Resolved my problem and  reassured me.  helpful and informative  Because I feel I'm being taken seriously about my problem  Excellent Doctor  Attentive and precise  Doctor’s referral straight away  My appointment was on time and the nurse was lovely and informative.  My doctor was lovely and very helpful, but I wanted more help with my low libido and apparently  doctors are not licensed for testosterone. Very thorough with my breast and under arm check the  after experience tenderness.    Prompt service and thorough examination and diagnosis    Listened  Quick appointment time. Doctor attentive  Staff very pleasant, the doctors are friendly also the nurses are very good. The surgery is.  clean. And helpful.  Because it was very good!  I was seen promptly, and the nurse was helpful, answering all my questions without rushing me.  She was also very thorough.  The doctor was kind and very helpful.  On time  It was very good or Excellent.  I got appointment for that morning. Very friendly staff  Drs are amazing - cannot fault them! And reception team always manage to get us in! Fantastic!!  Julie was very patient and caring, she made me feel at ease whilst she did all the tests.    On time. Caring Doctor. very good. very pleased.  polite attention and swift appointment  Appointment on time very pleased with the time the doctor gave me and the outcome of the appointment.  Because it’s the truth  I rang the surgery a few minutes after 8 am and was able to speak to someone within 5 minutes, and t.  hens get an appointment for 3pm that afternoon. The nurse I saw at my appointment was kind and friendly, taking time to listen to me before giving her professional advice and a prescription for antibiotics for my infected finger. She was very reassuring about the concerns I had and gave me advice on those concerns. It was a pleasure to meet this lovely lady.  Your staff at all levels are friendly and competent.  We listened to the answer from the Doctor and appreciated what she said.  Very helpful, friendly and professional.  The doctor explained everything clearly.  I called in the morning for an appointment and got one for 10:30 with the practice nurse.  got prostate attention and was satisfied.    I got an appointment very quickly, the doctor was very pleasant and listened and assessed my problem  left feeling assured with my treatment,  The consultation was good, but it was 20 minutes later than the booked time.  I was well treated by the receptionist listened ro by the doctor and felt a lot better by this when I left the  surgery  On time. Dr was pleasant and listened.  Dr Clarke is both easy to talk to and listens. Brilliant doctor  Explained things well.  Not too long to wait once he was back from month's leave and expert examination and treatment options.  Prompt caring service  I never have a problem when go doctors thanks.  Greeting was calm and friendly. I was listened to. I felt the discussion helped identify the issue and  next steps were out in place.  Julie the nurse who did my review was lovely, friendly yet professional and very thorough. She gave.  me a lot of valuable advice on how to go forward with the best way to treat my Asthma in future.  Dealt with promptly and correctly.  Everyone was helpful and reassuring and made me feel less anxious.  Debbie the nurse (and Julie) is always so helpful and lovely  Just so happy about my time with the nurse excellent  Got an appointment.  Always good service friendly staff  Got an appt on same day.  Very good service the doctor was extremely pleasant and helpful and patient with my mother in law.  Fast appointment. Helpful advice  Everything is just one to one and very polite.  Service is always really good only downfall is the lack of appointments available but that is across.  the board  I saw a doctor the same day I rang.  Staff very helpful  I got an appointment easily enough. The nurse practitioner was great and I got what i needed.  The doctor was very thorough and didn't rush. I was listened to.  I was prescribed what I asked for.  On time doc explain clearly my pain plan.  Friendly staff  I got appointment according to my choice and treated nicely.  Received the care and attention to my complaint.  Friendly and thorough  Very professional and very friendly puts you at ease  Managed to get an appointment fairly quickly after phoning umpteen times from 8 am.  First class understanding support.  The service was very good I was well looked after.  The GP was thorough and helpful.  Debbie the nurse is very friendly and professional. She explained everything fully and went out of her.  way to accommodate all my family for our travel vaccines.  My visit went to plan.  GP was really thorough and reassuring.  All staff are always really lovely.  Always get my toddler in on the day I call if he needs to be seen  I was given a same-day appointment with an excellent doctor. Your reception staff are always so pleasant,  polite and helpful too. Already I am seeing the benefit of my consultation - thank you all.  Because I was listened to with understanding.  Polite prompt and very quick to see a Rd.  Always helpful  Always try best even though very busy 👍  Everything went on my visits.  Appointment was on time and efficient.  I was able to discuss my problem and any questions l had about my problem were answered  I have always been happy- give or take a blip now and again. Yesterday I had an extremely efficient  and empathic appointment with Sharon who told me I was there for repeat bloods for kidney function-  what a relief- and she kindly weighed me to reveal I had lost 14 lbs. I thought I might be visiting the  g.p. to be told I had a brain tumour - found during my mri last week.  Good service  Good treatment  Because it was very good  Seen on time by the physiotherapist, answered all my questions and came away hopefully with the  correct diagnosis and how to improve.  Service very good by all the staff  Had not met Dr before and he was up out of seat to speak to colleague about the mole I had shown him.  Dealt very quickly with my request.  Nurse Dawn was very informative.  I got an appointment on the day I rang and the doctor’s advice was useful.  Timely appointment, reception staff v good, doctor was not in a rush, explained my issues and the plan.  going forward.  Good appointment time, good doctor  He was very pleasant.  Didn’t have to wait too long to get an appointment and also got a blood test done on the same day.  Did what they said they would do at the time they stated. The matron was efficient and gave.  the treatment needed.  Lovely caring staff and an excellent service  Good appointment  Everything  Very professional but also very helpful giving superb advice throughout consultation.  Sharon your nurse is excellent. She is always friendly and has a kind word and also I never feel anything  when she takes my blood  Everything was ok and on time.  It was when I needed it and was dealt with effectively.  Thorough, with a clear in depth explanation    Sharon Lees is excellent.  I am having problems try to sort out.  Did not feel rushed with the doctor.  All staff were helpful and friendly.  On time and good advice  That doctor great and he was very polite.  Came to Surgery Tuesday for a consultation. Dr. Was very understanding and thorough.  Your nurses Sharon & Debbie where very courteous to me  Managed query effectively and minor surgery was carried out. Thorough detail and information given.  prior and during the procedure  Only Sharon can find my vein when taking a blood sample. She is quite simply The Best and has a  lovely manner - thank you Sharon 🥰    Service is ok appointed are very hard to get  Practise nurse very approachable and professional.  The doctor listened and gave me good advice.  Easy going, polite doctor.  Nurse was very good; I was completely at ease with her.  Good information given by doctor.  I was dreading seeing all new doctors but was very pleasantly surprised how polite helpful and caring.  he was.  Everyone very friendly and efficient.  I got a quick appointment, and the doctor was very good.  I was seen on time.  Love nurse Debbie!! She is so full of caring happiness it’s a joy to come and see her!! Even when it’s  a smear tests!!  The doctor I saw was very impressive. Her manner was very kind, informative and reassuring.  Appointment ran to time. Good doctor.  Friendly, informative & helpful.    Politeness & helpful  Staff are always happy to help.  Managed to get appointment on day.  Unfortunately, I had to wait a few weeks for an elected appointment. However, the reception staff  were very professional and I was happy with the consultation.  I have a regular 3 monthly appointment with Sharon the nurse and she is excellent listens empathetic.  and excellent at her job  I had an appointment yesterday with Dr Qureshi yesterday, he was professional. Polite and courteous  throughout my visit. reshi.he was professional ,polite and very pleasant throughout along with the  young Asian  Visit was quick and a kept informed.  Prompt service  Professional  Appointment on time great staff  Efficient service appointment on time. All staff friendly and helpful  Fortunately, I've only required the nurses treatment for some for some time. Debbi and Sharon are  such wonderful nurses who make you feel at ease whilst being treated  Excellent doctor made my son feel at ease, and even made him laugh.  Staff so very friendly and helpful, GP excellent  Great staff, great surgery, amazing doctors  Very thorough  Short waiting time  Staff extremely friendly and helpful  Julie was extremely thorough and explained everything that she was prescribing for me. I felt very.  reassured by her.    Dr Cecilia is a credit to the practice as are your practice nurses Sharon and Debbie.  Everything explained in detail.    Punctual appointment. Professional and sympathetic.  The doctor was very thorough.  Doctor was easy to talk to and listen.  Always helpful staff. Very knowledgeable nurse. No complains.  The nurse listened and was pleasant and the doctor had a pleasant manner and was thorough.  Great visit with dawn, thorough examination.  very helpful and informative  Felt comfortable nurse was very plesentnothi.  Managed to get seen by a doctor on the same day.  Had to phone to make appointment for blood test. This was arranged for the patient not long ago.  One Dr never does what he says he will, never listens and is not proactive at all. The rest are.  fantastic but one really lets everything down.  Dr. Qureshi really listens and is very helpful and genuinely cares about his patients. Asks about health.  from previous symptoms and visits too.  Did wait too long the doctor was very professional.  Julie, the practice nurse was amazing and very knowledgeable. So helpful and really put me at ease.  Everything was fine.  Saw Emma and she helps brilliantly.  Good service  I managed to get an appointment on the day I rang. Dr Cecillia was very understanding and made me.  feel totally at ease. Great service all round.  Personnel changed.  Phoned at 8 seen at 10 - doctor talked through options and trying a solution for a couple of weeks.  Very easy to get the good advice I was given.  Receptionist and nurse both professional  Always had excellent service and care  New patient 1st appointment with practice nurse Dawn who made me feel at ease and was very.  competent and informative.  Friendly and efficient  Because it was good!  On time friendly nurse  Great care as always. I wouldn’t register anywhere else.  I was given a same day appointment and the doctor explained everything  I was very satisfied with the doctor I saw. I thought he gave me a thorough examination.  The staff are all amazing from walking in at reception to the doctors.  All The staff are brilliant.  Emma provided a solution my problem.  I rang at 3.0pm, the phone was answered straight away and given an appointment at 4.50pm the  same day.  I got my appointment in a reasonable time; the staff are always pleasant and helpful. The Dr arranged.  for me to have a scan and a blood test. The latter will be done at the surgery which is very convenient.  Came in first thing without an appointment she could see i wasnt well and got me one an hour later  No complaints about the service  Sharon made me feel at ease when having my checkup & give good advise.  The service I have received was good.  I have always felt happy talking to the staff. Very pleasant.  Appointment with Dr Clark good  Treated with care.  I had no problem the staff were understanding and patience with me thanks.  Receptionist and nurse both sympathic with my problemmy problem.  treatment by nurses at all times  Pleasant physio  Appointment was running 25 mins late, but doctor was very thorough and listened well to my  concerns and took appropriate action.  I was telephoned on time for my phone appointment with the nurse.  Receptionist was extremely helpful. Rang me back as a promised to offer me an emergency.  appointment same day. The dr I saw (Dr Cecilia) was excellent; very reassuring. Thank you.  Because I find everyone pleasant and helpful  I wanted to see Dr Clark about a skin condition, but I could not get an appointment with him. I had  to accept an appointment with a different doctor and hope he would call in Dr Clark. This happened.  Dr Clark's service was excellent when I did get to see him.  The staff always try to meet your requirements.  My appointment ran to time and the staff are great.  Easy to get appointment, lovely gp.  Seen on time, good customer service.  Fantastic experience as usual. Professional and friendly staff and given on the day appt.    The staff were professional, personal and polite.  Quick appointment felt I was listened to. Emma is lovely and really knows her stuff!  I was listened to.  Debbie was very professional and made me feel very at ease during my medical exam.  Very nice GP  The front house staff very helpful The surgery is much calmer  I WAS PLEASED I GOT A SAME DAY APPOINTMENT  I was given an appointment quickly. The doctor was easy to talk to and I felt he listened to my concerns.  and arranged for tests to be done.  Submitted online form and got a call about my situation the same day.  Got a same day appointment. I felt like I was listened to, and the doctor was very caring and polite Mum appt  The staff were always very kind to me and my husband. The nurses and Doctors were also good to ys.  Adele went out of her way to resolve bookings.    Given an appointment same day. Seen on time. Dr very thorough.  Excellent towards newborn baby reception staff and doctor  helpful and always polite  Good service at every level    Practice Nurse was very good and helpful.  The doctor I saw was nice I had a 30miute.  Very helpful  Faultless as usual  Ontime appt and good advice  I got into my appointment on time. Good consultation with the GP. Pleasant staff. |
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| **NEGATIVE:**  Had to wait 20+ minutes after my appointment time.  sometimes struggle to get appointments.  Appointments hard to get.  I felt like I was rushed my appointment was at 4 didn't get in till quatre past wich I don't mind really.  and I was back out within minutes I don't feel I had enough time to ask a couple of questions  Room to improvement  Just had my 2nd appointment at the surgery within 10days and I still have no diagnosis,  very inexperienced doctors. |
| Not very confident in doctors’ diagnosis. Also had a lot of trouble with getting correct prescription.  and paying 3 times. One was refunded but still awaiting one to be sorted out. |
| Lack of available appointments |
| Waiting time could be better. |
| Waited q too long to get apointment. |
| It’s impossible to see a Dr, you have negotiate to get past a band receptionist and have give  personal medical information to someone who is not medically trained or who had access to your  medical records |
| Getting an appointment - none on the day and no pre-book appointments available so used 111. |
| Can’t get an appointment |
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| Receptionists unhelpful. Cant get appointments |
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| I have at least 6 minor problems, can't get a appointment. |
| Very difficult to get an appointment. Had to go in person at 8am |
| The doctors have no idea of patients history |
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| I ring each day for 20 minutes, than someone answers says all gone, |
| Hard to obtain doctor appointments |
| I felt like the Doctor wasn’t interested.jus |
| I have got cancer but cannot see a doctor . I have to see nurses all the time. I have seen 1 doctor in  over 3 yrs.! |
| Our appointment was over 20 minutes late and I’m not sure my child has received the correct diagnosis. |
| Waiting a month to see a doctor is not my idea of a good service |
| This was a pre booked appointment done a month before, normally for same day appointment  I would struggle to get one. |
| Room for improvement |
| Disappointed about being told previously to have blood tests done across the road at blood centre,  to find out it had closed three week's previously. |
| Took 3 weeks to get an appointment |
| 7 week wait to be told I need a physio which I now have to wait another 7 weeks for the first  session. Meanwhile I'm in significant pain & my condition is worsening. |
| Everything takes to long |
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| **Practice Response** |
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| *Thank you to all the patients that took the time to respond and give feedback, all the results are*  *discussed at practice meetings and shared with all staff. Thank you again for all the positive responses.*  *The negative responses are mainly relating to booking appointments, we are looking at ways to*  *improve our appointment system so we ask for patience during this transition and do take the*  *comments on board.*  *Unfortunately sometimes the Doctors do run late which can have an effect on patients waiting time,*  *we do ask our reception team to keep patients up to date if the clinicians are running behind this*  *is usually due to an emergency.*  *The reception team are trained to navigate patients to the correct clinician so that patients are seen*  *by the most appropriate member of the clinical team, the staff do have to ask some personal details*  *so that they can book patients in the correct appointment slots available. All our staff have completed*  *mandatory confidentially training and do have access to medical records as part of their role here at*  *the surgery.* |
| *The practice is a training practice for Doctors completing their GP training who are mentored by*  *highly experienced GPs who are always available to provide assistance and advice when required.*  *If you have any questions relating to the feedback from the F&F test please contact the surgery*  *directly and thank you once again for your continued support.* |
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