**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST AUGUST 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 374 responses received back in August 2023.

We asked our patient’s.

Overall, how was your experience of our service?

Number of responses Comments

Excellent 105 YES

Very Good 205 YES

Good 41 YES

Fair 17 YES

Poor 6 YES

Don’t know 0 YES

Below are some of the comments that we received:

**POSITIVE:**

Its always good ive been coming for over thirty years

Saw Donna Hunt very thorough

Listened! Dealt with my flutter brain, had the qualities of the older generation, please increase these qualified profession which is lacking in this modern world

Excellent knowledge

Quick easy

I had to be early at the surgery in order to get an appointment but managed one for same day.

I got to see the dr on time (ish), the staff are helpful

🙂

well looked after at all times

David listened to me and advised me what the next steps are. He is very approachable.

From nurse practitioner, receptionist and dr i saw all were very easy to deal with professional and polite

No waiting and friendly nurse

Reception lady very nice to speak to

Everything went smoothly and im in the pipe line to get my problem solved

Friendly staff , helpful Doctor

Very thorough and the nurse explained this clearly and concisely to me

Nurse was on time.

Was given a thorough test and was rang later for a follow up appointment.

Reassuring and seem to do everything perfect

Very clear in everything said

Had an appointment with Dave Murray regarding a bad knee. He gave me a good examination then some advice and explained in very easy terms the exercises I have to do then printed them out for me to follow....

Everything was okay

Lovely staff

I felt that the doctor listened and helped by examining her properly

Receptionist was polite, friendly and informative.

My appointment with the Nurse was on time and as always Sharon is very pleasant and friendly

The Dr listened to me and I felt the options offered were helpful.

All the staff go above and beyond for you , offering a thorough experience every time

very thorough examination and explanation was very helpful

Gp was aware of an issue I had not discussed with him during my consultation which I was not going to discuss as I considered it to be no longer an issue and pushed to check if there was anything else I wanted to discuss. This was a prudent thing for him to do as it resulted in an urgent referral to gynaecology

Amazing teamwork polite professional and proficient

No problem getting an appointment with the appropriate person when needed. All staff have been very helpful and friendly.

Easy to get an appointment and great thorough doctor

The service I got from the reception team, the doctor and the physio was excellent once I got an appointment. The only negative was that I rarely ask for help from my doctors surgery but I had to wait 3 weeks for an appointment.

Because the doctor listened to me and then made a decision

Checking in was easy, I was seen on time. The staff member was friendly and helpful.

Staff always friendly helpful and competent at all levels

Very knowledgeable, helpful GPS, reassuring.

staff were lovely

Very professional and informative

The Matron I saw was very helpfull

Julie was very kind and professional

It was easy to make to appointment and found all staff (reception & GP) to be very helpful.

The physiotherapist took time to listen. He was professional and very constructive. With information and advise.

I always have Dr kareshi who is such a kind and helpful man always makes me feel comfortable and helps as much as he can.

Good receptionist, helpfull, and pilite

Very pleasant& helpful staff

Fantastic doctor

Appointment on time clear understanding consultation

Bexcuse the nurse checked everything for me before my appointment.

Good service, no issues

Cannot fault the practice in any way

Very quick and avle to accomodate my request for an appointment within 1-2 days

On time

Dealt efficiently with my enquiries and with humour.

Because the experience was very good

Good service should be recognised

I got an appointment on the day of phoning, which was very much needed, thank you

Great staff, doctors, nurses nothing too much trouble and you are listened to and doctors give you the time you need

Excellent communications all round TY

Lovely staff, seen promptly, Sharon is the best nurse ever

All was efficiently dealt with

Always get helped and seen by a dr when ill

The doctor was great, very helpful and answered my questions

Can always get an appointment when I need one

The ease of booking with the same dr, reception staff lovely as always and Dr Riany was amazing. Don’t let her leave in December !

In and out in no time - the Dr had a nice, friendly manner

I was listened to and time was given.

V efficient -

Sharon is always very proffesional

Good doctor. Listened, understanding, and appropriate action carried out.

I was seen quickly and my concerns were addressed promptly. I felt reassured.

Ease to obtain appointment on same day very understanding GP

Availability

Nice staff, on time, very knowledgeable Dr.

Seen fast, doctors and staff were very friendly, my problems were taken into account

Both GP and Nurse where very helpful and had a good manner

Always been satisfied

Prompt and timely appointment

Overall experience with everything NHS these says is poor however the people at lessbrook surgery are doing the best they can even though its not really enough its not necessarily their fault.

New to your practice, all staff made every effort to ease my transition from my previous Gery effort was

Appointment on time. No waiting.

Very helpful and friendly

Same day appointment

Very satisfied

On time and professional

The doctor put me at ease

Punctual appointment. Good service 👍

Efficient and welcoming reception staff. Dr Naqu very patient, interested ,prepared to listen and very kindly. Will be happy to see him again...hope he's permanent..

Was easily able to make a same day appointment with the doctor of choice.

I would have given top marks, if it had not taken nearly 5 month's to get a letter signed by a doctor

Dr.Cecelia was helpful, patient, kind and thorough.

Dr Ali was thorough, polite and informative and prescribed a topical cream to treat my skin problems.

Politeness and reassured

The appointment was on time, doctor very nice and professional as expected.

Helpful receptionist, Easy check in , Appointment was on time

Appointment on time and I received the answers I needed to my problem

Caring ,thorough appointment with Dr Cecelia and continued professionalism from the whole practice nurses and reception

At the moment no problem

The blood test was handled quickly and efficiently.

The care which I have experienced with both Gp's, Nurses and reception has always been of a high standard.

Polite professional care from doctor and practice nurse

No waiting appointment was on time , Debra the nurse was very pleasant

Brilliant support for my elderly father

Receptionist listened & gave me appropriate appointment

Had no problems

It was alright

Appointment made for 2 days later when asked. Sample tested and given medication straight away.

The practice nurse listened, was very attentive with great customer service skills

As a new patient I thought it was thorough and professional - the practice nurse was excellent.

Staff efficient and friendly

Phoned up with a query and was given an appointment for half an hour after

Appt on time, doctor very helpful and good bedside manner

Bexcuse I wasn't kept waiting on the.phone. the receptionist was very helpful and pleasant

Painless bloods taken

Very helpful and professional.

Nurse was very thorough

As always I found the doctor listened and provided tthe appropriate medication for the problem I attended with.

Great staff and service

Phoned for an appt for my 7 wk old baby receptionist was great and got me an appt 2 hrs later. The doctor we saw was also really caring and understanding

Rang for an appointment & was given one the same day. Staff polite & pleasant.

Brill debbie was very profesional

Fabulous receptionists, one fabulous gp, one not so good gp

Always helpful and pleasant to speak to

Doctor was really helpful

was offered a same day appointment and dealt with promptly.

Had my blood pressure tested & also did blood sample with nurse Sharon. She is always pleasant & caring

Punctual, professional and friendly

I had no issues and the receptionist had a warm, welcoming smile.

I was successful in getting a same day appointment by attending the surgery at 8 am with a femail doctor

Got appt promptly I didn’t have a long wait to see dr Who was very thorough and explained everything to me very well

The staff are always pleasant

Always get an appointment whenever I ring and so pleased with the doctor

Easy to get the appointment and the doctor was excellent

Always very helpful and informative

Yes

In and out on time

The changes in the Practice are OK, however the request to see the preferred doctor isn't always taken on board.

As a new patient I thought it was thorough and professional - the practice nurse was excellent.

Staff efficient and friendly

Phoned up with a query and was given an appointment for half an hour after

Got appointment same day

Have always been satisfied.

quick and efficient

Given appointment same day. Pleasant doctor, polite and capable. Nothing to fault.

I missed my appointment. However, Jane was lovely and very understanding, arranging a visit promptly.

As usual I received excellent attention from Matron Debbie Clough.

Smooth service

Because it was very good

I was met by Dr Ali, first time and he was 100% focused on what I was there for, he didn't rush the time he gave me, very pleasant man.

Caring respectful and empathetic

Apt was on time , and efficient

Nice and polite sorted out my problem

Debbing was very helpful and attentive. The appointment was excellent.

Very helpfull

Got appointment same day and diagnosis plus medication.

Appt on time, doctor very helpful and good bedside manner

Bexcuse I wasn't kept waiting on the.phone. the receptionist was very helpful and pleasant

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As always I found the doctor listened and provided tthe appropriate medication for the problem I attended with.

Great staff and service

I was successful in getting a same day appointment by attending the surgery at 8 am with a femail doctor

The staff are always pleasant

Danielle on reception was fantastic, got my daughter an appointment straight away, very helpful and understanding. Dr Ali was amazing, left us feeling very reassured, with further advice given if we was to need it. Overall fantastic service.

Always get an appointment whenever I ring and so pleased with the doctor

I only rang in the morning and got an appointment for the afternoon

Trelated Fairly

Frigidly professional staff and appointment on time

I got an old craving for spinach

I seem to have given you my details at least twice

He is very friendly and a very pleasant chap

On time and answered my questions

I was seen with in 24 hrs

Always willing to help

Time getting through to surgery

Easy to get the appointment and the doctor was excellent

Always very helpful and informative

Been ringing for appointment for 3 weeks

in and out on time

The changes in the Practice are OK, however the request to see the preferred doctor isn't always taken on board.

Doctor Ali was very helpful

Doctor helped me with my problem and was very understanding

It’s only what I would expect from an GP practice

The doctor was so down to earth and took a genuine interest in my health

Very professional easy to talk to very informative

Receptionist & nurse appointment brilliant

They were quick to react to a blood test

Efficent service

Doctors very good

Appointment on the day I phoned up. Receptionists both taking the phone call and at the surgery, very helpful & excellent attention from Matron Emma Edmondson. First Class.

I have been with them many years. We now have all new doctors and receptionist. They are always so friendly and helpful. Waiting so very long for a G.P is not early enough if we are really concerned about what the hospital results. Leaving you worried.

I felt he was genuine and interested in what I had to say

Prompt and efficient

Because you look after me

Very efficient and friendly. Dealt with all queries

Got appt quickly, seen on time, Dave the physio very helpful and dealt with my problem well.

The nurse I saw was extremely nice and efficient

It was very difficult to get through but I was pleased to get an appointment and the dr was helpful.

Very professional and easy to talk to

No problems physio was very informative and took time to listen about my hip

Really excellent listening skills. Very helpful reception. GP really thorough details of current and future treatment options. Good follow up planned.

Receptionist excellent GP Dr Ali was very thorough and was approachable

Doctor Ali has a calm manor every one is really helpful

Because it was

Friendly service

Very polite and efficient service

The Doctor was very professional while caring

Prompt , polite and painless

**NEGATIVE:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Poor communication between gp, receptionist and patient  Lack of information and forward planning  Waited 45 minutes after appointment time to see doctor  Difficult to get a n appointment for non urgent things  I felt a little rushed. Unsure the best options were offered.  Can't get appointment  Only just been advised that I require an up to date blood pressure check to get my 6mthly HRT.  You issued one month and now that I have had a blood pressure check you’re going to issue the rest. This  would mean I going to have to pay 2 lots of prescriptions.  Wait time 25mins and problem was not dealt with in an appointment three months earlier  The doctor was unprofessional and unsympathetic. He made me feel extremely uncomfortable and  I left the doctors in tears after feeling not listened too  Took 3 weeks of calling to get appointment and only eventually got one as I complained.  Shouldn’t have to get to that stage  Can never get through  I had a water infection couldn’t bring a sample in to the doctors told to use go to doc  in Tameside and phone 111 phoned 111 got into my own surgery on the same day there wasn’t  an appointment x a day later started to bleed phoned again got the same reply phoned 111 got i  nto my surgery while I was there a patient came in and said too the receptionist she had a water  infection and was aloud to drip a sample of x when I had seen the doctor he told me too get  bloods done x the receptionist gave me a piece of paper to phone and book an appointment x  when I had my bloods came out and at the reception they were booking a patient in for her bloods x  found the whole experience a joke x  Been ringing for appointment for 3 weeks  Having to wait weeks for appointment  Not able to get appoint very esy and unaware of how many docs and names  Time getting through to surgery  Not able to get appoint very esy and unaware of how many docs and names  Always a doctor I don't know, have to wait weeks for an appointment. Don't always have enough time to  really explain.   |  | | --- | | **Practice Response** | |  | | *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.* | | *If a patient has multiple issues to discuss with the Doctor please let our reception team know,*  *the appointment are 10 minutes and we operate a one appointment one problem system, so*  *that the Doctor can allocate enough time to discuss the problem with the patient.*  *Patients are able to drop water samples off if they have been requested by the GP or Matrons.*  *The surgery houses an out of hours blood clinic where patients are asked to phone to book an*  *appointment, we do not have access to the out of hours appointment booking system so patients*  *are asked to ring the service to book in.*  *Patients do not get offered appointments if they complain*  *Some comments have been removed due to offensive language used*  *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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