**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST SEPTEMBER 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 313 responses received back in September 2023.

We asked our patient’s.

Overall, how was your experience of our service?

 Number of responses Comments

Excellent 76  YES

Very Good 207 YES

Good 20 YES

Fair 6 YES

Poor 4 YES

Don’t know 0 YES

Below are some of the comments that we received:

**POSITIVE:**

I got an appointment very easily and the doctor explained everything to me thoroughly

I’d like to thank all the staff for their endeavours on my behalf. Much appreciated

Speedy response by the surgery in attending to my husband’s palliative care needs

Same day appointment, medication prescribed and available quickly

Apoint on time

Always helpful

He was very thorough

Always get an appointment and always pleased with the outcome from seeing a GP

Able to get same day appointment

I’ve found the staff and gps helpful and pleasant

I was able to book my appointment with a doctor, during my visit with the nurse. The appointment was on time and answered my questions regarding my concerns.

Kate the matron who I saw was very good and very polite...l couldn't fault her.for

Because I’ve had a good investigation and feel better for it

I came in for a blood test and saw Sharon who is always friendly, calm and efficient and puts me at ease.

Had contact with pleasant lady, very patient

Everyone is just so nice at Leesbrook, receptionists always smiley and chatty .

Dr was very helpful.

I got an appointment the same day

Medical and other staff very polite and efficient

confidence in staff and doctors.

Because the staff on Reception are so helpful and kind, the Nurses are the same and our new Doctors make you feel comfortable and safe in their hands. They cannot do enough for you. This year paticularly as been trying but Dr. Asardi as been so thorough and professional. A lot of people at other Surgeries are complaining about the service and the hospitals but I can't fault them. I've been seen quickly and urgently.

Got appointment on the day and was sees on time

Very friendly and calm appointment everything explained and got a feeling of really being cared about

Very thorough examination from doctor

Staff at all levels are competent IMO. They all interact with the patients in friendly reassuring manner

Got satisfaction with my appointment

My needs and concerns were met speedily, cordially and with appropriate information

Because Sharon always as time for you

Sharon is a wonderful professional. Always tracks on time. Always have time to show care n attention.

The physio who examined me listened carefully to everything I said and was very thorough

Because the staff are lovely

Easy to say wonderful patient Doctor.

Julie-lung specialist nurse was professional, caring , clear and informative.A total pleasure to deal with.

Over all very nice people 👍

Whoever answer the phone was polite and very helpful. There was an appointment available and I saw a GP trainee the same day I called. Brilliant

Always try to accommodate you

Good doctor

The doctor I saw was very good and listened to my needs

Seen on time, not rushed, doctor samman was genuinely interested and was easy to talk to.

Nurse Deborah was very professional and thorough during the consultation and gave excellent advice

Nurse was lovely, efficient, on time and understanding

Everything I’ve needed has been arranged and dealt with efficiently and by friendly and caring staff

Got a same-day appointment for my daughter

Doctor very pleasant and put me at ease . Lady on reception also very pleasant tha

Because it’s true

No complaints.

because it was. Always is.

No problems at all

Fast friendly service

Very efficient

I've been going to that surgery for 76 year even before nhs and I haven't had a problem with it yet it's one of the best surgery around

Efficient friendly service

Debra was very caring , described everything I needed very well with a gentle manner. I felt very safe & not embarrassed

My visit was quick & attentive & answered all my questions

Doctor and nurse were very friendly and good with my baby

Quick with appointments and friendly staff

Friendly and welcoming staff. Brilliant Doctor who listen and showed empathy

I had to wait a few days for an appointment but these days that is good. Reception staff are always helpful and friendly. Being greeted with a smile is lovely. Doctor Cecilia was thorough, informative and friendly.

Nurse and doctor listens

Everything was clearly explained and I didn't have to wait too long.

Appointment on time, excellent customer service

Perfect service

Dr Cecilia had a great manner and attitude. He took the time to listen and had a very caring nature, he is a credit to the practice.

The receptionist was exceptional and accommodated my needs.

All staff are approachable and helpful

Very pleasant and helpful staff

V efficient

All was good

The receptionist couldn't help me initially but did call me the next morning with an answer.

The doctor nurses are so good and receptionist

Very prompt action and appointment

Sharon was very professional and friendly

Quick and on time

The nurse was very pleasant and informative

Always helpful. Very pleasant

You were Very adliginh

Treatment at Leesbrook is always good

I was informed the Gp was running late, the Go was very attentive

Dr was helpful in explaining things

The All doctors nurses and staff are great they all do there best

I felt listened to and a solution is being tried obviously

Actually got an appointment on the day

Seen by very quickly

Prompt attention and goodadvice

Excellent service

Sharon the nurse is excellent

Always professional

Same day appointment, short wait in waiting room, kind & polite doctor who listens

Because the doctor Was great

Great support for my 97 year old father

Polite and friendly reception staff, doctor very helpful, said he would ring me later that day and he did.

On time, in full!

Given respect and xonsideration

The appointment was on time and the nurse performed all procedures with total professionally.

Doctor cecila is so nice understand n listens to u. Shows.that care n concern

Very helpful

Very pleasant staff

On time and a very thorough examination

Because always satisfied with the pleasantries of the staff.

All was friendly and efficient

Treated well

Nurse was very informative and answered all wuestions

Friendly efficient reception staff. Lots of support from the asthma nurse Dawn.

Friendly and informative service. Very efficient.

 Because I thought that was what it required

Prompt & friendly

Very helpful

Not rushed, very thorough examination. I feel Dr Asrani went the extra mile.

Lovely, friendly team who put me at ease from when I walked through the door

I had an appointment to have bloods taken. Claire was really lovely and put me at ease throughout.

Seen to quickly and friendly

always helpful and pleasant in surgery and on the phone

Dr Ali was very helpful and took time to discuss the reason why I wZ there.

Because the doctor explained what could be the problem.

I came for a booster jab which was done by a nurse

Staff are great. They answer and deal with problems expeditiously.

We saw Paula who is excellent. She very kind and considerate to my mum who is 95 and she is very attentive .

The doctor listened to my concerns and has referred me for further investigations

Prompt and efficient

Friendly helpful staff

Nurse Debbie was lovely. Appointment was on time. Procedure very efficient and I appreciated the timing of the appointment, allowing me to get to work on time

N/A

Doctor very friendly and caring.

The doctor who I saw was very good.

I was dealt with kindly, promptly and efficiently both by doctor and nurse. My problems consequently are easing.

Sharon is brilliant

Satisfactory done no complaints

Great personal service made to feel at ease

Got an appt immediately. Doctor was efficient.

Very friendly staff very professional

Dr Kastran Qureshi, was excellent he took time to listen to my concerns and spent time to understand the issues. One of the best doctors I have seen in a long time. Hope he stays at the practice!

I managed to get a face to face appointment on second day of trying.

I have needed some help with the complexity with my illness and the practice have been there for me in every way ie from reception to Drs through to nurses they have all been thorough and helpful.

My appointment was almost on time and the doctor was very helpful

Always happy with the practise

Glynis is an excellent physio and very caring. Her student will do well with her advice

Clear directions from helpful staff and caring medical team

Efficient and friendly

Appointment on time and well informed on any questions asked

The practitioners were very friendly had a pleasant nature and were very knowledgeable and reassuring

Apptmt was very soon and thorough,

A quick appntmt and a thorough check up.Nothing.

Friendly receptionist, very helpful Doctor with good patient care . All round good experience.

I was very happy with the doctor

No waiting. Very efficient. Not rushed. Took the time I needed.

Doctor very welcoming, polite and thorough and efficient without rushing and spent time to listen and deal with problems issues, a very positive experience. Well done and thank you.

Friendly and helpful

Staff

The doctor was very thorough and ensured she went through all medical history before prescribing so she knew what was best suited to me personally.

Quick appointment

Welcoming and helpful

It's my opinion

always get quick and satisfactory service

I felt that the GP was interested in what I was saying.

Always fantastic service at the surgery

I was seen on the time of my appointment.Did not have to wait.

They always try to get you an appointment

Dr involved explained the situation clearly giving me time to digest what I had been told

Quick

Same day appointment, friendly helpful doctor

Never been dissapoonted

Yesterday 20 phone calls to try and get to see a doctor

Same day appointment, Dr Ali was very thoroug

Diagnosed quickly, put mind at rest straightaway

Never ever had a bad experience, the girls in reception are always so lovely and helpful

Heard lots on media about not being able to get appointments. Had the day off work (teacher) and managed to get seen the same day.

Pleasant staff

Managed to get an appointment on the day which is unusual I've really struggled lately to get one. The doctor was very thorough made me feel at ease and didnt rush she was very friendly.

Because he seem very understanding

Excellent service

Very polite and efficient

Not cancelled and in time

Quick appointment service

 Very friendly and knowledgeable staff

Prompt and provided information required

Went above and beyond when I was feeling very ill

Reception was friendly. My appointment was punctual. It was the first time I had met Dr Qureshi- I found him easy to talk to, and he took his time to explain things

Very pleased with staff and service

The Doctor was lovely even though l had never seen her before she put me at ease

The practice always do their best even though they are working in very difficult situations

I felt very comfortable throughout my consultation.

Had nothing to complain about

Always got an appointment,phone call when required

Got in on time, had a good advice and feel on the mend already

Nurse practice nurse was vert thorough

Good service

Good communication

Receptionist em was polite and efficient and arranged my doctors appointment quickly. The doctor herself was pleasant and I am very satisfied with my treatment.

Excellent advice and friendly staff

Kept to appointment time, listened to my concerns. I believe decision on treatment going forward from appointment was appropriate.

I was treated well felt welcomed

Good service

No waiting, on time. Very pleasant atmosphere and discussion

Got all my test done in one morning and received flu jab on the day and time requested

Friendly and helpful practitioner

Because it was very good service for me.

Every thing was ok

Pleasant staff and good consultation

Loving n caring service by dawn

Did not wate long

I went for the pneumonia vaccine and was offered my flu Jan and bloods at the same time which saved me going back next week

Quick and efficient

Explain everything and did not feel rushed

The doctor I saw was very thorough with her questions and examined me fully

Efficient, helpful and polite.

Could access at last to an appointment

Nurse was lovely, very gentle and informative

Everytime I have contact the surgery for my son I have had excellent service from the reception staff, then when I have seen either the drs or nurses they have always been friendly and dealt with my autistic son with care and patience.

Always helpful

I don't visit the doctor very often but my elderly father has a lot of health issues which have been dealt with efficiently.

I didn't have to long also the Dr i saw thank me for waiting i

Helpful and engaging

Dr. Kalzoom? Was very thorough and patient, explained everything simply

Satisfied with the service I always experience at the practice, particularly the nurses, Sharon and Debra.

Because they are true

Doctor was helpful

Didn't have to wait to long

Prompt

All staff are pleasant. I didn't have to wait long, the doctor put me ar ease

Quick, friendly & efficient service

Efficient and friendly

Always have lovely staff and great advice.

Always helpful and friendly

Having chronicle athritus in knees a lift is a plus.

Very understanding and supportive

Very pleasant people very efficient and not kept hanging about

Information given and considered decision made.

Very good treatment

Appointment on time

Everyone was very professional and helpful

Every explained clearly

I was put at ease regarding my condition

Friendly, attentive, thorough

Got in on time , perfect

Seen very quickly on arrival , Doctor listened and gave clear , direct advice

Relaxed appointment

I managed an appointment to actually see a Doctor. This was essential as I needed my 'problem' to be looked at, not just talked about.

Was dealt with very quickly no hassle

Very kind ANP

Donna was very professional and caring

Friendly and on time

Donna was very helpful to me and quickly dealt with my medical oroblem

The nurse was very thorough, checked me over and took bloods. She was reassuring and very caring. She explained everything clearly.

Doctor listened and attended well to my son

Never had problem with getting appointments if you ring at sensible time all staff and doctors very polite and friendly and appochaby

pleasant staff seen on time

Because that is how I find you service

Doctor friendly and listened to you

Very well organised

Reception staff so helpful, patient and accommodating

Staff are helpful friendly and straightforward

I was pleased with the outcome from my visit a d the response of the doctor

Efficient, pleasant staff, clean environment and no hurried experience for slower older patients.

Debbie is so lovely. All the staff I have encountered are all very helpful and friendly

Its a Good surgery

Most of staff I have seen are friendly and professionsl

Needed an urgent appointment and was given on same day

The receptionist (Jayne) was very pleasant when I made the appointment & Dr Ansari was very polite and thorough

Prompt and quick

That is my truthful answer

Didn’t have to wait for long

Most of the time I received excellent service but these days I cannot make a planned appoinment. I have to contact surgery in the morning.. that's not good when you are working.

Difficult to get through in the morning but happy to have an appointment. Dr. Riany was polite and listened to my problem, then carried out an examination. Hopefully medication prescribed will resolve the issue.

Difficult to get appointment even though I had been in hospital

A bit confusing where blood tests are concerned, sat downstairs last week for bloods should have been upstairs this week!!

Really late appointments and the availability for female doctor appointments

Doctor listened and gave me advice

Good service,nice staff

Understanding Doctor.

The doctors and nurses always di a good job.

GP was courteous and helpful

Appointment given for same day after ringing at 8am and getting through to queued calls after 9 attempts.At appointment time Dr Rianyi was very kind ,thorough and professional in her approach and diagnosis.

I was listened to and examined thoroughly and provided with advice and pain relief

I had my appointment which was very good then I had to go to reception to be able to book a blood test and a follow up order I was talking to a receptionist when another patient interrupted about he appointment the receptionist then left me and carried on talking with the other person

The staff are extremely pleasant efficient and professional.

Got seen to on time but felt like I was being spoken down to She called it advice I'd call it criticism

**NEGATIVE:**

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| --- |
| Got seen to on time but felt like I was being spoken down to She called it advice I'd call it criticism On numerous occasions I have turned up for an appointment where I’m either left waiting over 20 minutes or they have made a mistake and my time is wrong, just recently I came for my newborns immunisations and I was refused a newborn assessment for him due to the receptionist telling me I had missed the appointment tothen see the nurse and she showed me my appointment on screen at the time I had down. Extremely rude staff no one is ever willing to help. I really do not know how the practice is still open Appointment got canceled and now cant get another appointment. My little boy who is 9 months old, was seriously poorly over the week, I tried multiple times to get into our GP and failed. We used 111 service and they have been absolutely amazing, my little boy still has a community nurse observing him till he is 100% better. For children under 1, you must be able to see themon that day, we shouldn’t have too use the already stretched 111 service.  |
| Report from clinic was ignored untill l chased it upNot happy with the appointment system at the moment, it's become a DIY health care NHSIt's so difficult to have an appointment with a Doctor It took me weeks to get an appointment and it was yourselves who wanted to see me and the doctor concerned is on maternity leave so that shows how long I waited |
| **PRACTICE RESPONSE**All children under the age of 5 are offered an appointment on the day if available, staff are trained to always request advice from a clinician for any urgent requests for appointments, we apologise if this did not happen, please contact the practice manager who would like to discuss your concerns and investigate further. |
|  |
| It is disappointing to receive negative feedback, we offer an appointment system which we try to adhere to, sometimesthese times can go over the allocated times due to emergencies we can only apologise if for patients who have to wait in excess of 20 minutes to see a clinician. Appointments are available on the day, bookable in advance and via the App, we sign post where necessary and always seek advice from a clinician if the matter is of an urgent nature. |
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| If an appointment is cancelled an alternative appointment is usually offered, if this was not the case please let the practice manager know so this can be investigated. |
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