**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST OCTOBER 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 October 2023.

We asked our patient’s.

Overall, how was your experience of our service?

Number of responses Comments

Excellent 77  YES

Very Good 198 YES

Good 17 YES

Fair 11 YES

Poor 6 YES

Don’t know 0 YES

Below are some of the comments that we received:

**POSITIVE:**

|  |  |  |
| --- | --- | --- |
| An excellent service as usual.  Superb Service. Good Ambassadors for the practice. | | |
| Considerate, understanding and helpful doctor | | |
| Quick appointment | | |
| Rang surgery at 8.10 was given appointment for 9.30. Doctor came out in reception at 9.30 to take me  to consultation room. I was given thorough examination and I left feeling very satisfied. Keep up the good work. | | |
| For minor things it’s much better to be able to see a prescribing nurse. | | |
| Quick appointment physio and a man who couldn’t be any more helpful | | |
| Got appointment same day and nurse was very thorough and helpfull. | | |
| Helpful service. Good access to staff as a family member of a patient | | |
| Everything straightforward and on time | | |
| Excellent service 👏 | | |
| I was seen exactly on time and was treated with care and respect. | | |
| Nurse and admin was brill with me Thursday | | |
| The nurse was very good and caring person thanks again hope to see her next time | | |
|  | | |
| Nurse was very assuring regarding my blood test | | |
| Always get a appointment on day | | |
| The staff are great | | |
| Doctor was very informative. | | |
| Looking after my 97 year old father | | |
| They are all extremely professional and very helpful, Al the girls in the office brilliant, all the doctors and  nurses so thorough, fantastic all round service. 👍👍👍 | | |
| Seen on time Sharon very helpful and pleasant no | | |
| No waiting, thorough consultation, friendly and helpful staff, | | |
| I cannot fault the treatment from doctors and nurses | | |
| Lovely staff & nurses, very helpful thanks | | |
| In very difficult circumstance the staff always try their best to help you with appointments and services. | | |
| I rate excellent higher than very good. Debra was welcoming and informative, putting me at ease. | | |
| Polite and welcoming very professional | | |
| Receptionist are so helpful | | |
| Sharon is very thorough and puts you at ease | | |
| The doctor I saw was very friendly and helpful and thorough | | |
| Same day appointment kind and professional treatment | | |
| lovely doctor | | |
| Everyone at Leesbrook is friendly, efficient and welcoming. I was seen on time by Debbie the practice nurse  who displayed every positive attribute I could expect from an excellent Health Care Professional, all with a radiant smile and friendly manner. Thankyou Debbie | | |
| Dr was really good with florrie | | |
| The doctors I have seen recently have been extremely friendly and helpful. | | |
| Debbie showed empathy and understanding. I thought the review was thorough and very helpful. | | |
| I was listened to and given swift support when I needed it. | | |
| Physio Dave gave me time to say everything I wanted to, addressed my fears and gave clear answers and advice. | | |
| Rapld and efficient response | | |
| Prompt and effixient | | |
| Appointment on time. Given examination and useful advice. | | |
| Prompt answering and excellent care delivery. | | |
| David, the Physiotherapist, was professional, thorough and friendly. He really listened and came up with a  treatment plan. Also explained next steps if the injury has not righted itself. | | |
| Nurse was brill with no njection and staff very friendly | | |
| Dr Lewis (? spelling) was so helpful | | |
| The dr reassured me that my child had a mild form of bronchiolitis and did not require medication | | |
| Whilst visiting for something else was encouraged by nurse to book my annual review which I have never  had before which the nurse was shocked about & was lucky enough to get in next day | | |
| Curteous staff on reception, on time appointment and excellent customer service from the nurse practitioner | | |
| Already have done last two texts I sent back to you | | |
| Apt was on time so no hanging around Debra has done everything she said she would do | | |
| Vary good appointment excellent young doctor | | |
| Appointment on time lovely understanding lady doctor | | |
| Appointment was on time and Nurse is very friendly | | |
| Doctor was excellent, one of the best I’ve seen. Very thorough and has referred me straight away. Great service | | |
| Donna was very professional | | |
| Got an on day appointment for 10 am. | | |
| Got an appointment same day and got seen on time | | |
| Appointment on time Sharon is always very good . | | |
| Just seen the nurse for my asthma and I was delighted when she sorted my problem out for me. | | |
| Top class service and my appointment was a delicate one and the nurse was fantastic | | |
| She was very efficient | | |
| The Doctor I saw was excellent. Listened and ‘cared’ She was decisive and informative and advised me. | | |
| The Doctor was very friendly and kind | | |
| Thorough check and quick referral. | | |
| Managed to get an on the day appointment for 10 am. Excellent | | |
| Friendly staff appointment on time | | |
| I called for an appointment - got one, attended and was treated by the doctor | | |
| Your staff are really helpful and understanding | | |
| Doctor explained everything very well and therefore I felt happy. | | |
| Dr Samad is an excellent doctor, approachable and helpful. I was very pleased to get an appt with her,  but disappointed to hear she was only back in the surgery for the day. | | |
| On time for doctor to see me | | |
| The trying times we've found ourselves in you can only do your 👌 best   |  | | --- | | I received really good professional care | | Very thorough | | Everyone pleasant and helpful | | The Doctor listened to what I had to say and prescribed accordingly. | | People Always listen to me | | The two nurses last week were both very helpful and explained my blood test results to me. | | Great service | | Lovely doctor who took his time to see to my daughter | | On time and very helpful | | I was seen before my appointment time, and the doctor was very interested in trying to help | | Prompt service on time and very friendly GP | | Always answer the phones promptly and can always get an appointment | | Feel at ease with the Doctor and nurse | | Seen on time by very pleasant doctor | | Very helpful nurse | | Dr Qurishi was very efficient informative | | A doctor that had time to listen and understand. | | All ways no trouble | | Very helpfull n kind | | On time , great doctor , good service | | Everything went to plan | | Fantastic surgery, keep doing what you're doing! | | The Dr I saw was very understanding. | | The doctor explained what had caused the swelling in my legs and prescribed alternative medication.  She is also going to check my blood pressure tests after 2 weeks to ensure the medication is helping me | | On time. Nurse friendly. | | No complaints about the appointment except checking in computer told me to wait upstairs for the nurse  and she was downstairs | | Everyone is good | | Because my problem was listened to and acted upon with speed and efficiency. The nurse was also pleasant  and competent. | | Satisfactory outcome to visit | | Always so helpful and polite. | | Prompt and thorough | | Lovely Dr who took the time to listen | | Kind understanding doctor. | | Appt made same day and a Dr who I felt listened to me | | Seen earlier than appointment time. Doctor listened to us. | | Fast and efficient | | Dr Cecilia is very approachable and caring | | The doctor I saw was friendly and approachable | | The young Doctor (Dr.Ali) was tremendous. Thorough, kind, knowledgeable, helpful and respectful. He  made, what was for me a difficult consultation; bearable and tolerable and I didn’t feel I lost my dignity. | | Relaxed and comfortable throughout | | Appointment was convenient. Dr Cecilia is always very thorough and friendly. | | The nurse listened to all my concerns. She was very friendly and lovely to talk too | | I had to call few times, but when I got through I got an appointment same day. Waiting in the surgery  was minimal I have received my X-ray card within 24 hours | | Same day appointment and even managed to squeeze my flu jab in | | Cause the nurse actually listened to me and didn’t rush me out of the room | | Seen to quickly . Nurse very good. | | Everyone very helpful & informative | | I managed to get an appointment quite quickly | | Helpful staff | | Felt reassured and so helpful ful and the kindness the team shows is exceptional | | I found Dr Asrani attentive and a good listener. I appreciated his time and effort | | Lovely staff. Very helpful and accommodating. | | Overall very good just had to wait to see the nurse but she apologised and was running late but a very  good service and helpful | | Excellent dr | | Prompt appointment. Pleasant welcome. Professional and unrushed consultation. | | All the staff are helpfull and polite | | Had no problem getting an appointment today | | It’s always very easy to make an appointment at the surgery and they’re always very accommodating.  Doctors are always very good, giving good advice. My son has always been well looked after. | | Very professional | | No waiting | | It is getting easier to be see and the front desk staff are friendly and helpful. | | Quick response to online form and a booked appointment 2 days later. Contacted by the surgery on the same  day to book a session with the councellor | | Was seen on time by a lovely/ friendly nurse | | Got appointment right away | | Waiting time was minimal. Dr was professional & lovely | | Efficient | | The doctor was very understanding and gave clear and constructive recommendations, which made me  feel much better. | | Dr Ali listened and examined me and I was very confident with everything he told me | | Saw GP on same dayLet | | The staff are always helpful and friendly | | Everything on time as usual. | | Patience, professionalism, warmth, informed. | | same day appointment booking was easy to use. reception friendly and helpful. doctor treated me well | | I was seen to quickly | | Was seen on time and had a thorough check up | | Very helpful staff | | Got an appointment quickly | | Clear advice and timely follow ups. Professional and caring treatment. | | Both flu and pneumonia jab given and advice for forthcoming covid and shingles. Very efficient. | | Already text you yesterday | | The advanced practitioner was very thorough | | I was given good advise fron the recetionist at my initial call last week and was seen the same day.  My follow up appointment was the result of a telephone call from surgery and I only had to wait a couple  of days, which I thought was excellent. | | I've always had a very good service, very friendly people and extremely helpful | | Young doctor who saw me was very good and understanding of my problem | | I’m always very happy with the service I get at the practicev | | Excellent GP service, saw my son within a couple of hours for acute Torticollis. Dr was swift and explicit,  she explained everything in detail from possible cause to treatment/management. She broke things down  for my son to understand and was very polite and helpful. Leesbrook is the best GP surgery I have worked  with both personally and professionally. I really cannot fault them | | I had 2 visits in the same day. The first with Debbie for diabetes check who is always caring & attentive.  My second visit was with Dr Astrani who was very thorough . | | Prompt feedback | | Treated with respect and kindness | | Got an appointment very quickly, was seen on time. | | Doctor pleasant and helpful | | No problems | | Because I thought I was listened to | | Very satisfied | | A very pleasant sounding and understanding Lady who answered the phone. The Doctor listened  sympathetically and has hopefully put me on the road to recovery. | | Because i was listed two. | | Same day appointment | | Great appointment. Barely any waiting time, quick treatment. Very pleasant, helpful staff. | | Same day appointment | | Was seen with in minutes of my appointment. Good and very personable Dr | | All staff are helpful and polite doing their best to see a doctor or a member of nursing staff. | | Efficient service | | I saw a doctor same day | | Always helpful GPs, the sweetest and kindest reception staff, nothing is ever too much trouble. Knowledgeable. | | All staff at the surgery are amazing. Happy to have grown up with this surgery all of my life. | | Everybody was pleasant and helpful. | | Was seen promptly and satisfactally | | Great service no issues and doctor was very thorough | | Always prompt polite service | | Very helpful and friendly service | |  | | Prompt action with tests to enable a diagnosis | | I was happy with the service I received | | Happy with the service | | I have been treated really well | | Always willing to help | | Although sometimes frustrating during lockdown no problems now. | | I received a good service | | Because I felt I had achieved some progress. I got helpful advice and a referral to the appropriate professional .  I appreciated Dave's efforts. | | Appointments have been on time carried out in a friendly, professional way. The waiting room is clean  and calm. The reception staff are helpful ,friendly and clear and firm when needed with the public. | | Nothing to much trouble | | The sign in was fine and Dr Riany was very thorough and clear. | | Excellent service and same day appointment | | Punctual | | All went smoothly arrived ten mins early and was seen on time | | Got an appointment very quickly and was seen on time. Sent my daughter to hospital for further review | | Same day appointment | | I was seen very quickly | | Because it was | | Very professional and excellent communications skills. | | The dr explained everything thoroughly and didn’t make me feel stupid which other drs at other practices  have in the past. | | Got seen on time no running late | | Every one very pleasant nothing is to much trouble maybe | | Because it was. Trying to go to Tameside ENT as it’s much nearer to me.see above | | Thorough examination of my son which provided much needed reassurance. | | Appointment on the day. Efficient and doctor listened. | | Lovely staff | | It was easy to book and we did not wait for long. Dr was very friendly to my child and answered to my  question without rushing too much. | | Friendly and professional | | Excellent doctor | | I saw a doctor who arranged injections which I have since had with the nursing team. Excellent service thank you | | Doctor was very good | | I came for blood tests on Tuesday, and had phones calls to get me in on Wednesday afternoon, which  I thought was very good , I was panicking and thinking of allsorts , but the doctor calmed me down telling  me not to worry which I thought was good, good to see you were on the ball many thanks. | | Phoned in the morning. Receptionist very helpful and checked my records to establish if I needed a blood  test or not. Gave me a choice of appointment times for the same day. Fabulous | | Very help full | | Was seen extremely quickly and the doctor I saw was lovely | | The staff are always polite and helpful | | Friendly efficient health check appointment | | Excellent service | | Great staff and surgery | | Dr Ali was extremely helpful and understanding | | Got a appointment on the day I phoned | | Excellent nurse took time for me | | Staff from reception, nurses and doctors are on the ball. | | Friendly staff, appointment that day | | Excellent nurse Debbie | | Efficient and friendly service. | | Personal but professional | | Great service Very efficient | | Dr was very helpful | | David, the physiotherapist, was thorough and friendly. He listened, and addressed my concerns. | | Made a call at 8.00am and got same day appointment for 9.40am. | | Doctor was very understanding | | Dr Samad was professional whilst remaining kind, she focussed on the task at hand, went over history  to reform why procedures were being carried out, she explains everything clearly. Over all I felt at ease.  Phlebotomist was great, bloods were taken easily, she too read instruction on the screen and reiterated  them to me. Exceptional care over all. | | Appointments given same day, prescription ready for collection very quick, all Leesbrook Surgery staff very nice | | Answered all my questions | | Courteous staff and very helpful doctor | | Pleasant manner and put test in place to rule things out and investigate what’s causing symptoms | | Always manage to get an appt | | Appointment given same day, prescription ready to collect immediately after appointment, all staff very nice | | Understands the problem, hopefully will rectify it. | | GP very understanding of my medical need | | Took a while to get through on the phone for an appointment hit got it same day. Doctor was really helpful. | | I think it was good | | After explaining why I needed to a doctor, an appointment was offered the same day. | | Got the doctor to give me a check over after shaking my hand before and after. | | I had to make several phone calls before being answered, but eventually I was able to get an appointment  on the same day. | | The Drs appointment was excellent and I felt completely at ease. | | Matron was nice | | Quite happy with the outcome. The doctor was very friendly and helpful. | | Prompt appointment and follow up treatment | | I was very satisfied with the service from the staff and particularly Dr Ali | | Actual saw a doctor same day I rang for appointment | | I do find it takes too long to book an appointment I tried for 2 weeks to book a none urgent appointment  I have a growth on the side of my head which needs to be looked at but I didn’t want to take an appointment  that may have been needed by someone else In the end I did phone in the morning and it took me 25 minutes  to get through When eventually I did the service was good | | When you get an appointment at the surgery it is usually a positive experience but getting to actually  see someone it quite traumatic.  I received a quick examination and was referred onwards  **NEGATIVE:**   |  |  | | --- | --- | | Difficult to get an appointment, rang from 8am for 15 min keep pressing repeat on my phone when  getting engaged. Or getting through and being asked to ring back later. | | | Mix up over appointment  Getting an appointment is extremely difficult. Going back 18 months or so was ok but now I would say the  practice is the same of all the others.  The issue is not the fault of administration but the phone lines need consideration. I called 65 times from  08:00 onwards. Sometimes it connected, sometimes not, then said call back many times and cut off.  Then finally on a queue of 4 which was eventually answered.  I had to wait a month for appointment  Lack of communication  Very helpful receptionist once i fanalgot through Doctor very helpful in the ridiculous time she was allowed  per patient! What happened to patient care! Let Doctors do their Job!!  Can no longer get appointments within a reasonable time frame  Had to wait a few weeks for an appointment  Receptionist was very rude upon arrival  I was not all that happy with the Docter.  Almost impossible to secure an appointment despite passing blood & in severe pain, just how I'll do I have  to be to get past app booking??  One problem - one consultation??????  Felt like I was wasting Doc time  I had a 25 minute wait for my appointment with no explanation for the delay. However my appointment  was very thorough and helpful.  I came out felt like a waste of time.  Not enough communication  I am frustrated with difficulties getting appointments with GP as I work full time and cannot sit and ring  every morning. I really needed an appointment with GP n  He had no patience  Because the dr I saw was extremely dismissive & gave the impression she just didn’t want to deal with me.  I asked a simple question as to why my medication hasn’t been added to patient access for me to order when needed. She gave some poor excuse saying ‘CD meds aren’t allowed on there’. Then when I showed her  that she was wrong because I have a CD med on my patient access already & has always been able to order  the CD meds through that app. She then dismissed me & refused to deal with me then. I just got off her have  a good day. I’m tired & fed up of the drs at this surgery dismissing & not listening to my concerns & then  refusing to investigate the health issues I’m having. Not one dr at this surgery listens, follows through  with what they say & they are 9/10 rude with patients.  *I would be* *grateful if this patient would contact* *the practice manager to deal with your comments directly*  My son was diagnosed with just a viral infection and told he was fine. Two days later we ended up in A&E  where we were told he was dehydrated and had croup.  Advised to use baby shampoo in my baby’s eyes?  Can't usually get appointment  **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*  *In relation to the telephones, early in 2023 the practice introduced more phone lines and a message left to*  *explain to patients that the lines are busy and if possible to ring back at a less busy time, we understand that*  *this is not always possible and can be frustrating however we aim to answer all incoming calls as quickly as*  *possible. We are looking at introducing at a call back system so patients do nt have to continue to wait on*  *the telephone.*  *Appointments are available on the day, pre bookable up to six weeks in advance and we also offer on line*  *Appointments, it is unfortunate that we receive negative comments relating to appointments, all our admin*  *staff are trained to Care Navigate to alternative sources for patients so that patients are given options for their*  *preferred care.*  *Our GPs are allocated set timeslots for each patient contact in every clinical session so that we can offer*  *appointments to meet patient demands*  *If any of our staff are rude please make the management staff aware at the time so that we can deal with the*  *matter promptly, we apologise if any patient has been treated disrespectfully*  *The one problem one appointment system was instilled so that reception team can allocate enough time to the*  *Patients appointment so that there is enough time within that appointment to deal with the patients problem*  *We endeavour to see patients at the allocated time slot however this cannot always be guaranteed, an*  *apology or explanation should have been offered regarding the delay to your appointment for which we*  *apologise that this did not happen*  *Any concerns relating to patient care need to be addressed formally to the Practice Manager who will*  *Investigate concerns on behalf of the patient.*  *Thank you*   |  |  | | --- | --- | |  | | |  | | |  | | |  | |      |  | | --- | |  | |  | |  | |  | | | |  | |  |   *.* | |  | | | |
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