**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST NOVEMBER 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 347 responses received back in November 2023.

We asked our patient’s.

Overall, how was your experience of our service?

Number of responses Comments

Excellent 95  YES

Very Good 216 YES

Good 20 YES

Fair 7 YES

Poor 8 YES

Don’t know 1 YES

Below are some of the comments that we received:

**POSITIVE:**

Professional, caring and understanding. Everything is explained and easy to understand.

Seen by Dr Qureshi, Excellent Doctor, Listened well, very pleased.

Dr Qureshi very patient and understanding he made me feel comfortable.

compassionate and explanatory of procedure pre and post procedure

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| This amount of efficiency takes some getting used to - well done for turning the experience around. | | | | | | | | | | | | | | | | | | |
| Looked after very well. | | | | | | | | | | | | | | | | | | |
| Very helpful staff | | | | | | | | | | | | | | | | | | |
| I got an appointment same day and Dr Ali was very thorough with my checks. | | | | | | | | | | | | | | | | | | |
| Appointment more or less on time lovely clean all-round reception very pleasant and helpful | | | | | | | | | | | | | | | | | | |
| Always seem to be able to get a same-day appointment. All staff welcoming and professional. | | | | | | | | | | | | | | | | | | |
| It was efficient and a pleasant experience | | | | | | | | | | | | | | | | | | |
| I always get appointments and drs always resolve my Illness. | | | | | | | | | | | | | | | | | | |
| On time easy to talk to and ask questions | | | | | | | | | | | | | | | | | | |
| Very efficient | | | | | | | | | | | | | | | | |
| FCP was very helpful. | | | | | | | | | | | | | | | | |
| Nice and friendly and very quick | | | | | | | | | | | | | | | | |
| Because it was! No reason for any dissatisfaction. | | | | | | | | | | | | | | | | |
| Booked an appointment same day the doctor was thorough and professional blood test booked next day. | | | | | | | | | | | | | | | | |
| Friendly and helpful | | | | | | | | | | | | | | | | |
| Felt listened to looked after. | | | | | | | | | | | | | | | | |
| Seen at the appointment time and was treated with dignity and care. | | | | | | | | | | | | | | | | |
| Lovely staff. Clinic ran smoothly. | | | | | | | | | | | | | | | | |
| Very knowledgeable and empathetic | | | | | | | | | | | | | | | | |
| We always get satisfaction no | | | | | | | | | | | | | | | | |
| Friendly staff | | | | | | | | | | | | | | | | |
| Very friendly and informative | | | | | | | | | | | | | | | | |
| Good service | | | | | | | | | | | | | | | | |
| Quick efficient response, very effective response to the problem | | | | | | | | | | | | | | | | |
| Because Julie is very good and efficient and knowledgeable. | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | |
| Friendly nurse, very informative | | | | | | | | | | | | | | | | |
| Found everything went smoothly, even when there was an issue developing! | | | | | | | | | | | | | | | | |
| Always lovely friendly helpful staff | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | |
| Phoned at 8am with my emergency got app straight away with Dr Ali which was brilliant. | | | | | | | | | | | | | | | | |
| Was seen on time and got a resolution to my issue. | | | | | | | | | | | | | | | | |
| Always had good service from the practice over the years | | | | | | | | | | | | | | | | |
| Very helpful and polite | | | | | | | | | | | | | | | | |
| Good patient centred care | | | | | | | | | | | | | | | | |
| I was listened too and my hopefully my prescription will be changed back to what it was previously. | | | | | | | | | | | | | | | | |
| Very through doctor & very helpful with my little girl | | | | | | | | | | | | | | | | |
| Level of service excellent | | | | | | | | | | | | | | | | |
| Advice is good and efficient. | | | | | | | | | | | | | | | | |
| Whenever I have to attend the surgery, I feel at ease from signing in on arrival to seeing the Nurses/Doctor. | | | | | | | | | | | | | | | | |
| Dawn was very friendly. Caring, explained what she was doing and why. She explained my results. | | | | | | | | | | | | | | | | |
| Seen on time and excellent customer service | | | | | | | | | | | | | | | | |
| Medical aspect excellent but the admin side, i.e., booking a timely appointment not good. | | | | | | | | | | | | | | | | |
| Doctor and reception staff were friendly and helpful I got seen on the same day I rang for an appointment. | | | | | | | | | | | | | | | | |
| Excellent staff | | | | | | | | | | | | | | | | |
| The nurse was personable and friendly and provided clear information. | | | | | | | | | | | | | | | | |
| Amazing doctors and most of all fantastic staff who support them. | | | | | | | | | | | | | | | | |
| Incredible staff and doctors. Very thorough and caring. | | | | | | | | | | | | | | | | |
| Friendly service and sent for Xray. | | | | | | | | | | | | | | | | |
| The service is good. I understand the demand pressures but when an appt can be secured the staff are friendly.  and professional | | | | | | | | | | | | | | | | |
| Lovely staff, really helpful | | | | | | | | | | | | | | | |
| The Dr Had never met me before but had read my notes and was very thorough. | | | | | | | | | | | | | | | |
| Quick appointment and very helpful staff. | | | | | | | | | | | | | | | |
| Receptionist very polite and helpful Nurse Practitioner was again polite and friendly she asked lots of questions.  and explained what was going to happen next. | | | | | | | | | | | | | | | |
| Always excellent at Leesbrook | | | | | | | | | | | | | | | |
| Dr Ali was on time and had both a professional and friendly demeanour. He made me feel very comfortable | | | | | | | | | | | | | | | |
| Made to feel at ease lovely GP | | | | | | | | | | | | | | | |
| Quick appointment, Dr so helpful and supportive | | | | | | | | | | | | | | | |
| I was lucky to get an appointment on the day I needed it | | | | | | | | | | | | | | | |
| Dr Ali was v good | | | | | | | | | | | | | | | |
| Although the staff and the last few appointments I had were excellent, overall, my experience with trying to get.  appointments at the time needed could be better. | | | | | | | | | | | | | | | |
| Doctor was very understanding and helpful. | | | | | | | | | | | | | | | |
| Sharon is very professional. She listens and makes me feel very comfortable and relaxed | | | | | | | | | | | | | | | |
| Very helpful receptionist and Doctor enabling me to be seen and treated on the same day. | | | | | | | | | | | | | | | |
| Friendly | | | | | | | | | | | | | | | |
| Very thorough checks done in a professional and friendly manner. | | | | | | | | | | | | | | | |
| It was on time | | | | | | | | | | | | | | | |
| Nurse was really approachable and kind | | | | | | | | | | | | | | | |
| Very friendly but professional | | | | | | | | | | | | | | | |
| Dealt with very quickly and satisfactorily | | | | | | | | | | | | | | | |
| Very pleasant and relaxing atmosphere | | | | | | | | | | | | | | | |
| Very nice people | | | | | | | | | | | | | | | |
| Nurse as always was fantastic explaining everything to me and was really kind and considerate | | | | | | | | | | | | | | | |
| I had an appointment with the nurse Sharon she was extremely helpful and put me at ease | | | | | | | | | | | | | | | |
| Very clear concise information regarding my wound | | | | | | | | | | | | | | | |
| The doctor was so kind and helpful, and the receptionist sorted out a blood test, so I didn't have to go back. | | | | | | | | | | | | | | | |
| Good service | | | | | | | | | | | | | | | |
| Reception is always very helpful and the doctor we saw was very helpful and kind | | | | | | | | | | | | | | | |
| Dr Qureshi was very kind & thorough I felt he listened to me & cared | | | | | | | | | | | | | | | |
| Always satisfied with the service. Thank you | | | | | | | | | | | | | | | |
| Prompt appointment and I gained lots of knowledge of my health condition so that I can help myself. The support  that is available to me was more than I expected. | | | | | | | | | | | | | | | |
| Excellent service. Quick check in, seen on time and lovely nurse and doctor seen over the last couple of days. | | | | | | | | | | | | | | | |
| I felt I was listened to, and the GP was receptive | | | | | | | | | | | | | | | |
| Got apt straight away, very much appreciated | | | | | | | | | | | | | | | |
| The nurse was very nice | | | | | | | | | | | | | | | |
| Very friendly staff | | | | | | | | | | | | | | | |
| Always good | | | | | | | | | | | | | | | |
| Dr was attentive to child’s needs | | | | | | | | | | | | | | | |
| Donna was thorough, pleasant and explained everything. | | | | | | | | | | | | | | | |
| The Doctor listened to what l said and put me at ease he did more than I expected | | | | | | | | | | | | | | | |
| In depth consultation a caring doctor | | | | | | | | | | | | | | | |
| Quick appointment and the doctor were very good | | | | | | | | | | | | | | | |
| Didn't attend appt as unwell | | | | | | | | | | | | | | | |
| Staff always helpful and polite. | | | | | | | | | | | | | | | |
| Very satisfying | | | | | | | | | | | | | | | |
| Helpful and efficient | | | | | | | | | | | | | | | |
| Excellent service at all levels. Clear and concise explanations of medical issues and sound advice to improve.  health and welfare. Effective medication. | | | | | | | | | | | | | | | |
| Very polite and reassuring | | | | | | | | | | | | | | | |
| Dr Qureshi thorough, clear in explaining and friendly. Helpful receptionist, Danielle. | | | | | | | | | | | | | | | |
| No problems | | | | | | | | | | | | | | | |
| My appointment was on time & Dawn was very pleasant with me | | | | | | | | | | | | | | | |
| Always on time kind and efficient | | | | | | | | | | | | | | | |
| everything is good | | | | | | | | | | | | | | | |
| Dr Ali is excellent - attentive and caring | | | | | | | | | | | | | | | |
| Appointment on time, Sharon was professional and approachable as usual. | | | | | | | | | | | | | | | |
| Up to now had very good service not been at Lees broke Doctors long xx | | | | | | | | | | | | | | | |
| Dr Ali was brilliant really informative and sensitive. | | | | | | | | | | | | | | | |
| Dr was very easy to speak to and was a good experience | | | | | | | | | | | | | | | |
| Excellent service. | | | | | | | | | | | | | | | |
| Nurse very efficient, and helpful | | | | | | | | | | | | | | | |
| I went for a blood test and saw Sharon (the nurse) and as usual was very polite and efficient. | | | | | | | | | | | | | | | |
| Everything was fine and on time pleased | | | | | | | | | | | | | | | |
| Appointment given same day by helpful doctor. | | | | | | | | | | | | | | | |
| Always excellent service | | | | | | | | | | | | | | | |
| Jacqueline on the phone is absolutely amazing, the doctors listen and make you feel listen to, they don’t make.  you feel rushed or an inconvenience. I have been at the surgery since I was born and now my son. I wouldn’t want.  him anywhere else | | | | | | | | | | | | | | | |
| Sharon is always amazing, informative and helpful | | | | | | | | | | | | | | | |
| Next day early appointment. | | | | | | | | | | | | | | | |
| I have no problem with the service | | | | | | | | | | | | | | | |
| Appointment straight away very helpful receptionist and very thorough examination in the appointment | | | | | | | | | | | | | | | |
| All our reasons for attendance were dealt with by the lovely Debbie & she also helped with our other queries & made.  a future appointment. | | | | | | | | | | | | | | | |
| Dr Ranie sent me to DECS as my blood pressure was dangerously high. I had various tests and was prescribed.  possibly lifesaving medication | | | | | | | | | | | | | | | |
| The receptionist was excellent | | | | | | | | | | | | | | | |
| Great visit | | | | | | | | | | | | | | | |
| Because the care and treatment I received was excellent | | | | | | | | | | | | | | | |
| Nice staff on time | | | | | | | | | | | | | | | |
| Appointment was on time good staff | | | | | | | | | | | | | | | |
| The nurse was helpful and understanding | | | | | | | | | | | | | | | |
| Very pleasant doctor, on time and very helpful. | | | | | | | | | | | | | | | |
| Was able to make an appointment on 4th telephone call | | | | | | | | | | | | | | | |
| Swift service | | | | | | | | | | | | | | | |
| Friendly and helpful | | | | | | | | | | | | | | | |
| I was able to book an appointment for the same day on 2 occasions, the clinicians/receptionists were very helpful | | | | | | | | | | | | | | | |
| Because I was given the answers, I needed | | | | | | | | | | | | | | | |
| Always feel like they follow up | | | | | | | | | | | | | | | |
| Managed to get an appointment when I needed one. | | | | | | | | | | | | | | | |
| Because it’s the best doctors in Oldham | | | | | | | | | | | | | | | |
| Good, trusted staff and very helpful | | | | | | | | | | | | | | | |
| I was given the advice requested | | | | | | | | | | | | | | | |
| I was contacted to explain that the appointment had to be cancelled. I received an apology and a new appointment.  was made which was convenient for me. The secretary who dealt with this was polite, friendly, approachable.  and pleasant. | | | | | | | | | | | | | | | |
| Friendly service, never have to wait longer than 10 mins after my appointment time. | | | | | | | | | | | | | | | |
| Phoned at 8 for an appointment got one the same day. Lovely staff very helpful doctor. | | | | | | | | | | | | | | | |
| Just a great experience very friendly staff | | | | | | | | | | | | | | | |
| Despite the difficulties in getting through, I was able to get a same-day appointment | | | | | | | | | | | | | | | |
| David the physio was excellent very helpful it's really good that Leesbrook has a physio on hand instead of having.  to wait for MSK | | | | | | | | | | | | | | | |
| Appoint was right on time and the nurse that I saw was very thorough and pleasantly professional. | | | | | | | | | | | | | | | |
| Was seen at my appointment time and satisfied with the service I received | | | | | | | | | | | | | | | |
| Friendly nothing too much trouble. | | | | | | | | | | | | | | | |
| My questions were answered professionally and courteously, and a prescription was written. | | | | | | | | | | | | | | | |
| Pleasant and on time | | | | | | | | | | | | | | | |
| Staff helpful and friendly | | | | | | | | | | | | | | | |
| Got an appointment on the day of phoning | | | | | | | | | | | | | | | |
| Informative and a good listener. | | | | | | | | | | | | | | | |
| Staff were polite | | | | | | | | | | | | | | | |
| Came for annual lung test, Dawn was very helpful and kind | | | | | | | | | | | | | | | |
| Explanation of the problems I was having was understandable and to the point. | | | | | | | | | | | | | | | |
| It's very difficult/stressful getting the actual appointment, but from there on in the service is excellent. | | | | | | | | | | | | | | | |
| The nurse was very good. | | | | | | | | | | | | | | | |
| Friendly and attentive doctor gave my daughter the care she needed. | | | | | | | | | | | | | | | |
| The nurse was very good | | | | | | | | | | | | | | | |
| we changed doctors and we are so glad | | | | | | | | | | | | | | | |
| On time on schedule good examination of my complaint not rushed | | | | | | | | | | | | | | | |
| Always dealt with in a professional and polite manner. | | | | | | | | | | | | | | | |
| Good service no problems | | | | | | | | | | | | | | | |
| I was taken seriously, and both doctors I saw were incredible | | | | | | | | | | | | | | | |
| When able 2 get an appointment then it's great, the problem is managing 2 get that appointment | | | | | | | | | | | | | | | |
| Recent social media posts have been worrying with patients experiencing difficulties getting through I would have.  put excellent apart from myself having difficulty due to phone lines being down and receiving messages saying.  surgery was closed. I finally did get through though and did get seen on the same morning thankfully which was.  very much appreciated | | | | | | | | | | | | | | | |
| Nurse was so helpful and understanding despite me having forgotten to take my b12 with me. She also gave me.  the flu jab which meant I didn't have to return for an appointment scheduled for next week. Thank you | | | | | | | | | | | | | | | |
| The doctor was very caring g and helpful | | | | | | | | | | | | | | | |
| Prompt and good response | | | | | | | | | | | | | | | |
| The practice nurse that I saw was friendly and very professional | | | | | | | | | | | | | | | |
| the consultation was informative, thorough, friendly and comprehensive | | | | | | | | | | | | | | | |
| The receptionist was perceptive to my needs. Debi is kind caring and very thorough. | | | | | | | | | | | | | | | |
| Efficient and friendly consultation and appointment on same day as request | | | | | | | | | | | | | | | |
| Friendly informative all questions answered | | | | | | | | | | | | | | | |
| Always polite friendly and very helpful | | | | | | | | | | | | | | | |
| Great Doctor, also lady who answered phone was really good | | | | | | | | | | | | | | | |
| Very little waiting, fitted me in for bloods test same day. | | | | | | | | | | | | | | | |
| Very professional and supportive. | | | | | | | | | | | | | | | |
| Everything ran smoothly and on time. GP was very welcoming | | | | | | | | | | | | | | | |
| Timely, attentive, knowledgeable, reassuring | | | | | | | | | | | | | | | |
| Satisfied with the treatment I received | | | | | | | | | | | | | | | |
| Reception staff are extremely polite and helpful. Communication is fantastic. Always get my little boy in for an  appointment regardless of what time I ring that day, which as a mother is so reassuring. | | | | | | | | | | | | | | | |
| No problems. Good communication and direction | | | | | | | | | | | | | | | |
| Was called in on time | | | | | | | | | | | | | | | |
| Sharon is an excellent clinician. She has lots of common sense alongside her knowledge, which can't be underestimated. She is also a lovely person. | | | | | | | | | | | | | | | |
| Pleasant and helpful receptionists and a doctor who is prepared to listen and explain | | | | | | | | | | | | | | | |
| Very informative | | | | | | | | | | | | | | | |
| Staff friendly and polite | | | | | | | | | | | | | | | |
| Doctor explained everything clearly and was on time and I got a same day appointment | | | | | | | | | | | | | | | |
| Great staff | | | | | | | | | | | | | | | |
| Very good service | | | | | | | | | | | | | | | |
| Dr Koresh was amazing, so caring, helpful and reassuring | | | | | | | | | | | | | | | |
| Because I was treated with respect and kindness. | | | | | | | | | | | | | | | |
| Because it's true | | | | | | | | | | | | | | | |
| I only saw Sharon the nurse but she's very good getting appointments faster | | | | | | | | | | | | | | | |
| Always friendly and helpful | | | | | | | | | | | | | | | |
| Health check was flagged as an option when I rang about something else, easily booked both the initial and  follow up session and follow up with Dawn was thorough. Dawn was very friendly and approachable.  Useful to see history of cholesterol on the screen | | | | | | | | | | | | | | | |
| Friendly and polite staff | | | | | | | | | | | | | | | |
| Received excellent care | | | | | | | | | | | | | | | |
| David was very informative with his assessment of my back pains. | | | | | | | | | | | | | | | |
| Doctor was most helpful | | | | | | | | | | | | | | | |
| Prompt service | | | | | | | | | | | | | | | |
| I always receive curtesy and am listened to rather than being told what I think. | | | | | | | | | | | | | | | |
| Treated with respect and helpful | | | | | | | | | | | | | | | |
| Pleasant nurse, not sure where should while waiting. Not able to ask, large queue | | | | | | | | | | | | | | | |
| I was seen on time. The nurse was very helpful, informative and reassuring. | | | | | | | | | | | | | | | |
| Lovely’s helpful staff. Fab doctors | | | | | | | | | | | | | | | |
| Very professional and a lovely person who listens | | | | | | | | | | | | | | | |
| The nurse I seen was very professional with a caring nature, she made me feel relaxed before I had my flu jab,  she was a very smiley member of the team, and a valued member of the team | | | | | | | | | | | | | | | |
| On time and efficient | | | | | | | | | | | | | | | |
| Excellent service from nurse and GP in organising tests medication and very informative | | | | | | | | | | | | | | | |
| Although I arrive late, due to traffic, my appointment was kept, the doctor, I saw (Dr Cecilia) was thoughtful,  polite and understanding, despite the time pressures that he is clearly under. Having been patient for 58 years  at the Surgery) things have improved markedly recently. | | | | | | | | | | | | | | | |
| It's true | | | | | | | | | | | | | | | |
| The nurse was lovely and very helpful | | | | | | | | | | | | | | | |
| Thorough checks conducted. Nurse was kind and caring and sensitive to issues discussed. | | | | | | | | | | | | | | | |
| Not long to wait for appointment, friendly staff | | | | | | | | | | | | | | | |
| Seen on time and excellent customer service | | | | | | | | | | | | | | | |
| Got an appointment on the day I rang | | | | | | | | | | | | | | | |
| Quick appointment, professional, caring | | | | | | | | | | | | | | | |
| Always professional and friendly. | | | | | | | | | | | | | | | |
| Telephone booking was excellent and extremely satisfied with my consultation | | | | | | | | | | | | | | | |
| Very Knowledgeable nurse and gave me lots of advice. Donna was also very friendly. | | | | | | | | | | | | | | | |
| the nurse who did my blood test was very professional and very reassuring, also very pleasant. | | | | | | | | | | | | | | | |
| Seem nice and thorough and helpful | | | | | | | | | | | | | | | |
| Very efficient & helpful | | | | | | | | | | | | | | | |
| Great online access to services | | | | | | | | | | | | | | | |
| Efficient service, no waiting and very informative | | | | | | | | | | | | | | | |
| I got an appointment same day. Doctor lovely and listened. Medication working already. | | | | | | | | | | | | | | | |
| Came for medication review and when I questioned my use of HRT was told to google it | | | | | | | | | | | | | | | |
| I got an appointment within a week and saw a female GP as I requested. My needs were listened to me I feel I have.  been helped. | | | | | | | | | | | | | | | |
| Dawn was welcoming, friendly and informative | | | | | | | | | | | | | | | |
| Very polite doctor, very knowledgeable | | | | | | | | | | | | | | | |
| Excellent service | | | | | | | | | | | | | | | |
| Efficiently and professionally dealt with | | | | | | | | | | | | | | | |
| Prompt and helpful advice and onward referral. | | | | | | | | | | | | | | | |
| Professional, caring and understanding. | | | | | | | | | | | | | | | |
| The ladies on reception are helpful. | | | | | | | | | | | | | | | |
| Helpful and friendly Debbie (nurse) | | | | | | | | | | | | | | | |
| My appointment was ok, but I only got a short time to discuss things about my MS. | | | | | | | | | | | | | | | |
| Sharon is a very good person | | | | | | | | | | | | | | | |
| Told me everything I needed to no | | | | | | | | | | | | | | | |
| Very efficient and caring | | | | | | | | | | | | | | | |
| Brilliant service, always listened to and treated with respect | | | | | | | | | | | | | | | |
| The doctor listened and followed through with what we discussed | | | | | | | | | | | | | | | |
| The care all the staff give to my elderly father is exemplary | | | | | | | | | | | | | | | |
| always pleasant staff and seen on time | | | | | | | | | | | | | | | |
| All staff were fantastic | | | | | | | | | | | | | | | |
| always receive excellent service | | | | | | | | | | | | | | | |
| Got an appointment very early receptionist was very helpful | | | | | | | | | | | | | | | |
| Always have good service | | | | | | | | | | | | | | | |
| Professional | | | | | | | | | | | | | | | |
| Staff very professional, caring and accommodating. Admin staff are good ambassadors for the practice. | | | | | | | | | | | | | | | |
| Excellent service as always from Debra Hall - Practise Nurse | | | | | | | | | | | | | | | |
| I have been seen quickly every time and the staff are so kind and helpful | | | | | | | | | | | | | | | |
| Wonderful nurse explained everything | | | | | | | | | | | | | | | |
| Everything went smoothly and punctual | | | | | | | | | | | | | | | |
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| Understanding and kind doctors and staff | | | | | | | | | | | | | | | |
| Saw Sharron always lovely | | | | | | | | | | | | | | | |
| I was seen within 5 minutes when I arrived by Julie, who was so helpful when she seen me. | | | | | | | | | | | | | | | |
| Good treatment. | | | | | | | | | | | | | | | |
| You. Treated.me well Emma the nurse saved my life never forget that | | | | | | | | | | | | | | | |
| Got the appointment very quickly could not have done better | | | | | | | | | | | | | | | |
| Dealt with my problem quickly and set up a referral. | | | | | | | | | | | | | | | |
| Appointment the same day and doctor was great with my daughter and instantly new the problem and gave.  us a prescription and we picked it up 5 minutes later. | | | | | | | | | | | | | | | |
| The nurse was professional, polite, and informative | | | | | | | | | | | | | | | |
| The doctor I saw was very caring took the time to listen | | | | | | | | | | | | | | | |
| Great reception team great doctors | | | | | | | | | | | | | | | |
| Appointment on time | | | | | | | | | | | | | | | |
| Service was excellent. | | | | | | | | | | | | | | | |
| In on time of appointment and a good experience all round | | | | | | | | | | | | | | | |
| Very patient, gave clear advise. | | | | | | | | | | | | | | | |
| Because you asked me | | | | | | | | | | | | | | | |
| Was able to discuss current medication and further vaccinations. | | | | | | | | | | | | | | | |
| Debby & Receptionist who booked my original appointment were very friendly & helpful | | | | | | | | | | | | | | | |
| Everything was dealt with | | | | | | | | | | | | | | | |
| Friendly and understanding | | | | | | | | | | | | | | | |
| Understanding and professional | | | | | | | | | | | | | | | |
| Was seen same day when I rang up urgent | | | | | | | | | | | | | | | |
| The doctor was understanding and pragmatic. | | | | | | | | | | | | | | | |
| On time, thorough and pain free | | | | | | | | | | | | | | | |
| Always courteous and friendly | | | | | | | | | | | | | | | |
| On time, treatment/ advice given good. | | | | | | | | | | | | | | | |
| Got appointment same day | | | | | | | | | | | | | | | |
| Felt listened to and given time to discuss my concerns. | | | | | | | | | | | | | | | |
| Excellent staff | | | | | | | | | | | | | | | |
| More or less on time. The doctor listened to me and was very polite and friendly. | | | | | | | | | | | | | | | |
| The practice nurse was efficient and explained everything clearly. | | | | | | | | | | | | | | | |
| I'm a senior citizen and I am always seen on the day | | | | | | | | | | | | | | | |
| Dealt with efficiently | | | | | | | | | | | | | | | |
| The phone booking is not easy to have someone pick up | | | | | | | | | | | | | | | |
| Professional and kind manner | | | | | | | | | | | | | | | |
| Excellent service by reception and the practioner I saw. | | | | | | | | | | | | | | | |
| The doctor took the time to listen and address the issues raised | | | | | | | | | | | | | | | |
| Very prompt very thorough and all questions answered. | | | | | | | | | | | | | | | |
| Very compassionate and made to feel valued | | | | | | | | | | | | | | | |
| On time and very good | | | | | | | | | | | | | | | |
| Dr Samad listened, was understanding and compassionate to my issues. | | | | | | | | | | | | | | | |
| I was listened to and given a different treatment which worked | | | | | | | | | | | | | | | |
| Appointment same day and received care and attention during appointment | | | | | | | | | | | | | | | |
| Prompt appointment and thorough examination | | | | | | | | | | | | | | | |
| All explained in a reasonable understandable manner | | | | | | | | | | | | | | | |
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| The receptionist & Nurse were really lovely. | | | | | | | | | | | | | | | |
| I was able to book a same day appointment and the appointment ran on time. | | | | | | | | | | | | | | | |
| Got appointment same day, very friendly and supportive receptionists, nurses & doctors; | | | | | | | | | | | | | | | |
| Dr Ali clinically very good he listened and interacted extremely well | | | | | | | | |  |  |  |  | |  | |
| Keep doing what you do. | | | | |  |  |  |  |  |  |  |  | |  | |
| All ok for myself (after fifty-three years at this practice) I feel I can still cope with your system | | | | | | | | | | | |  | |  | |
| A difficult question to answer. The surgery, over the last few months, has gradually improved to a truly efficient.  and professional point. Particularly good to see clinicians in scrubs. | | | | | | | | | | | | | | | |
| Nothing can be done better | | | | |  |  |  |  |  |  |  |  | |  | |
| Easier to book pre bookable appointments. Online appointments not always possible if at work | | | | | | | | | | | |  | |  | |
| Not much if any improvement needed | | | | | |  |  |  |  |  |  |  | |  | |
| Cannot think of anything has I find everything and everyone to be very attentive. | | | | | | | | | |  |  |  | |  | |
| It was perfect | | | |  |  |  |  |  |  |  |  |  | |  | |
| On this occasion it was perfect | | | | | |  |  |  |  |  |  |  | |  | |
| It is very hard to suggest an improvement because different illness demand different attention. | | | | | | | | | | | |  | |  | |
| Cannot fault service | | | | |  |  |  |  |  |  |  |  | |  | |
| Absolutely nothing, everything was perfect! | | | | | | |  |  |  |  |  |  | |  | |
| Nothing, all very good | | | | |  |  |  |  |  |  |  |  | |  | |
| Couldn’t have had a better response to my phone call - Matron Kate is a great asset to the surgery | | | | | | | | | | | |  | |  | |
| Nothing everything. Was good | | | | | |  |  |  |  |  |  |  | |  | |
| Nothing everything fine | | | | |  |  |  |  |  |  |  |  | |  | |
| Nothing if all doctors was like him | | | | | |  |  |  |  |  |  |  | |  | |
| Exceeded expectations | | | | |  |  |  |  |  |  |  |  | |  | |
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| No not really, they are always professional. | | | | | | |  |  |  |  |  |  | |  | |
| All good | | |  |  |  |  |  |  |  |  |  |  | |  | |
| Everything was done good | | | | |  |  |  |  |  |  |  |  | |  | |
| On this visit everything was dealt with wit no problems | | | | | | | |  |  |  |  |  | |  | |
| Everything ok | | | |  |  |  |  |  |  |  |  |  | |  | |
| Nothing, very happy | | | | |  |  |  |  |  |  |  |  | |  | |
| You were 100% efficient | | | | |  |  |  |  |  |  |  |  | |  | |
| You couldn't have done anything better | | | | | |  |  |  |  |  |  |  | |  | |
| The service was good | | | | |  |  |  |  |  |  |  |  | |  | |
| Very good service fine. | | | | |  |  |  |  |  |  |  |  | |  | |
| No nothing, all was fine. | | | | |  |  |  |  |  |  |  |  | |  | |
| All good! | | |  |  |  |  |  |  |  |  |  |  | |  | |
| Everything was good | | | | |  |  |  |  |  |  |  |  | |  | |
| Not have to wait too long for an appointment | | | | | | |  |  |  |  |  |  | |  | |
| On another subject I just want to praise the staff especially Jacqueline who has been so so helpful above and  beyond thank you all  I have no problems.  I didn't have any problems with the treatment I received.  All good  Nothing can be improved that I am aware of  it was perfect.  it was excellent service.  Cake & coffee 😋  Nothing the entire team, service and expertise is consistently excellent.  Nothing I was happy with the appointment.  Very good the person I saw was very helpful.  I don't think Sharon could do anything better. Her knowledge and skills are very evident, and she shows.  compassion and empathy. | | |  |  |  |  |  |  |  |  |  |  | |  | |
| Everything was excellent | | |  |  |  |  |  |  |  |  |  |  | |  | |
| Faultless referral. | | |  |  |  |  |  |  |  |  |  |  | |  | |
| I am happy with the service received. Thank you | | |  |  |  |  |  |  |  |  |  |  | |  | |
| Always well looked after brilliant friendly staff | | |  |  |  |  |  |  |  |  |  |  | |  | |
| I can’t think of anything. Very happy with the service. | | | | | | | | | | | | | |  | |
| Felt was listened to | | |  |  |  |  |  |  |  |  |  |  | |  | |
| always get good service | | |  |  |  |  |  |  |  |  |  |  | |  | |
| All works very well | | |  |  |  |  |  |  |  |  |  |  | |  | |
| Happy with everything | | | | | | | | | | | | | | | |
| The receptionists and nurses are always helpful and patient. | | |  |  |  |  |  |  |  |  |  |  | |  | |
| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Debra is always thorough, friendly and super-efficient. Thank you | | | | | |  |  |  |  | | you're doing an excellent job | |  |  |  |  |  |  |  |  | | Everything was great for me on the day. | |  |  |  |  |  |  |  |  | | Everything was perfect. |  |  |  |  |  |  |  |  |  | | you are brilliant |  |  |  |  |  |  |  |  |  | | Nothing as far as I'm concerned | |  |  |  |  |  |  |  |  | | No. Very pleased with service I received. | | |  |  |  |  |  |  |  | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **NEGATIVE:**   |  |  |  |  | | --- | --- | --- | --- | | Wrong time given for appointment over the phone, no one contacted me to inform me of this so my daughter.  had to wait for an hour to be seen through no fault of our own- if we had been told the correct time this wouldn’t  have happened- We apologise for this error usually text messages are sent to confirm the appointment date and time  You have difficulty getting appointments treatment is good when you see either the nurse or doctor I saw.  Dr Cecilia yesterday and he wants to see me again I 2 weeks if there is no improvement but how am I to get.  one I waited 3 weeks for the last one.  Appointment you can't book them 0.  Difficult to make an appointment.  I find it impossible to get a GP appointment without continuously ringing the surgery beginning at the stoke of 8am, and then not always successful.   |  | | --- | | Trying to book an appointment is a nightmare, constantly engaged when trying to get through. Being advised to  go to casualty when it's not classed as an emergency, A&E are overstretched as it is. | | Unable to book doctor’s appointment in person.  Major struggle to get through to make an appointment.  Don't send text to make an appt when you can't offer a face-to-face appointment and only get a phone call.  I wished it could be easier not secure an appt. The prescription service with the chemist next to the surgery could be more efficient. Sometimes  there is a delay which seems unnecessary- We cannot take responsibility for the chemist, please contact  them directly to relay your concerns |   Our appointment system has been altered recently so we hope our patients have better access to seeing our clinical team, our staff do not advise  A&E unless a medical emergency  I felt like I was having to guide what was needed & still don't have the form FP92A which is what I originally called for.  The FP92A forms can be completed without the need for an appointment – we hope the matter has now been resolved  The doctor was very poor she hadn't got a clue about me she said that she had other people to see, and I was.  left with nothing but she was telling me about me buying things from the chemist instead of giving me a prescription.  I was disgusted with her attitude- Please raise any concerns directly with the practice manager to resolve the issues you have mentioned  Unfortunately the responses are anonymous.  It would have been more, but my appointment was 20 minutes late.Unfortunately appointments can run over, we do try to keep patients updated  if there is a delay  I had a hospital appointment that was a waste of time as wrong type of referral was made so a waste of all.  concerns time. Then had phone calls with no resolution and had to make another appointment for a review with a  doctor who knew nothing about why I was there and who tried to justify the waste of NHS time and resources.  This is the second time that this has happened in the last 2 years! We apologise for the error please contact the practice manager if this issue  has still not been resolved  This GP is honestly the worst place in the entire world none of the doctors have a clue what they are doing and  just fob you off where they can. It’s a joke and If I could move surgeries I would. They’ve caused me multiple health.  issues and I’m sick of it. Disgusting. Since covid appointments are difficult to get, staff have been rude, 1 doctor laughed in my wife's face after a difficult  diagnosis because she asked about pain and the doctor said, "what do you expect me to do about that?" as she has a  chronic pain condition this is disgusting, another female doctor when questioning how many meds my wife is on when.  she went in about not being able to sleep shook her head at my wife and made her feel ashamed of all the meds the  t the doctors have got her on to that she now can't live without but is now being judged and shamed by new doctors  as if it's her fault. Please contact the practice Manager to discuss your concerns  Discouraged from seeing GP having been informed one condition per one appointment. I believe this is unjust G.  given the need for a holistic approach to care. I do understand the time limit at clinic appts and that some people.  are time wasters. I have run clinics in practice and really understand the pressure re time allocated but do not.  agree with one visit one condition. I have various health issues that affect my daily living plus I care for me.  91yr old mum who lives with me, and I struggle with my health on a daily basis but do not feel able to discuss.  same at the practice with a 10 min appointment. the reception staff and Jean in meds are always very helpful  We operate a one appointment one problem system so that the patient is given enough time allocated to the Clinician to discuss their  concerns, if you require a double appointment please let our reception team know.  **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.*  *Thank you.* | | | |  | | --- | |  | |  | |  |  |  |  | | --- | --- | |  | | |  | | |  | | |  | |      |  | | --- | |  | |  | |  | |  | | | |  | |  |   *.* | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  | |  | |
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