**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST FEBRUARY 2024**

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 392 responses received back in February 2024.

We asked our patient’s.

Overall, how was your experience of our service?

Number of responses Comments

Excellent 139  YES

Very Good 201 YES

Good 39 YES

Fair 6 YES

Poor 6 YES

Don’t know 1 NO

Below are some of the comments that we received:

**POSITIVE:**

|  |
| --- |
| Saw Dr Afzal this morning just wanted today how thorough friendly and caring she was with my son, We were  impressed, please pass on our thanks to her.  Phlebotomist was really quick I don’t like needles, but she took blood so quickly I barely noticed. Friendly  reception/very helpful |
| I was treated in a very professional and understanding way.  Prompt and pleasant  The reception Jackie is so friendly and the Dr I saw was very thorough and did not rush me!  Saw Dr Ali, best experience seeing a doctor not seen before, over the moon with his patience and advice.  Really detailed consultation demonstrating a robust person-centred approach. Felt I was listened to with  a clear action plans. The nurse dawn was approachable and listened. Thank you.  Always professional care  Excellent is better than very good!!!!  Not waiting long and came home with a diagnosis.  The Doctor that I saw was very helpful.  Delightful and supportive staff - from reception to doctor  Appointment same day and the nurse was excellent.  Came back to me promptly.  Understanding  Recently changed surgery to Leesbrook and since doing so, the service /treatment received has been excellent.  Dr Fatima was so understanding and explained everything in a clear manner, absolutely fantastic.  Friendly, helpful and easily understood.  I cannot praise all the staff enough, from the receptionists, nurses to the Doctors always very helpful,  considerate and extremely supportive and accommodating of mine and my children’s needs.  Felt listened to and given options.  Not a long wait for appointment. Went in on time. Sharon is always lovely and makes me relax when having  my blood pressure done.  Understanding and supportive  Attention and they care.  Appointment on the same day, Danielle always very helpful. Doctor was through and helpful.  Dr Samad has listened to me and sent me for an x-ray and scan she was wonderful.  Very thorough  The nurses that I saw were excellent.  Receptionist/nurses&doctors all do their best.  The receptionist are warm helpful and my doctor was exceptional I was very impressed how quickly she  was sorry forgotten Doctors name to refer me to a specialist Excellent thankyou?  Had an appointment with physio, very understanding and helpful.  Saw Dawn the asthma nurse she was so friendly and informative she put me at ease.  Professional, took care to listen, informative re: findings. Explained every in detail of plan of action.  Prompt and informative  Efficient  Good waiting time  Excellent experience  All the staff are friendly, polite, and professional. I feel well looked after and listened to. I have had recent  contact with Reception, Results, Sharon, and Donna Hunt. All been excellent. Thank you.  I saw Dr Murphy who was concerned about my left leg probably DVT she immediately rang SDEC and got me  in for a scan at 9am following morning and prescribed me some medication to thin my blood, she was fabulous  Always try and do what they can for the patient.  Excellent service  Excellent staff and punctual  Sorted problem out.  Phoned up in the morning and got an appointment that morning.  Efficient and reassuring  The wait times are short and the staff friendly.  No waiting time, efficient professional treatment thorough investigation and action accordingly. .  Simple straightforward appointment in time  The nurse was very kind and considerate, and listened to what I had to say.  Everything done as needed.  I was treated with care and respect,  I was treated with care and respect and things were explained to me.  Debbie nurse was excellent very thorough pleasant and professional.  Sharon the nurse is lovely.  Very polite professional caring service  The Dr really listened to me was extremely helpful and she has referred me for a scan and x-ray she also  gave me extra pain relief to help with my symptoms on the Saturday I attended A&E spent 6 hrs awaiting  for a Dr this Dr was nice but not very helpful unlike Lees Brook surgery who listened to me and was very  nice I'm very thankful that I got to see this Dr she's amazing thank you so much hopeful that my scan and  x-ray will resolve my problems.  Always lovely caring staff  Helpful  Practice Nurse kind and patient  Dr Ali has a lovely caring manner explaining my diagnosis and management of the condition really well, I felt  he had time and genuine care for my health.  I have issues making appointments. Once made contact is made; I find all the staff members are all very  helpful and understanding of my condition(s)  Managed an apt at the last minute and listened to needs.  Dawn provided me with a detailed explanation of recent test results.  Polite and super efficiency and GP being thorough.  Sorted my problem very quickly.  Julie, the practice nurse was extremely thorough with her explanation of blood tests.  Always impress me with your caring kindness and support  Called at 8am and got a same day appointment.  Easy to make the appointment. Bang on time. Dr Ali took time & trouble to deal with issues.  Everyone very helpful and pleasant  Nurse practitioner very thorough and personable. Followed up with ENT and phoned ma back, brilliant!  Excellent examination and diagnosis by Nurse Practitioner Donna  Professional, patient, friendly, helpful  Same day appointment and seen on time. Very thorough and sympathetic practice nurse Donna.  Very efficient, good quality care. Friendly staff  A good medication review and discussion of issues. Thorough with some positive plan for future  Dawn the practice nurse was excellent helping me at the lung test I had.  Dr Cecilia explained everything about my new medicine and put me at ease.  Nurse very polite, appointment on time.  Staff helpful and kind.  Very patient with my very upset 3- and 2-year-old! Got an appointment straight away. Helpful as always  Drs are fab.  Very flexible and always open to help patients who have immediate need.  Because Dr Afzal (hope spelling is right) is the most thorough, caring Dr I have ever had the pleasure to meet.  She made me feel at ease from the moment she called me in.  I rang the surgery and only waited 2 minutes. I was offered an appointment that morning. I saw Donna the  practice nurse. She was lovely and very professional.  Dr. Ali was kind helpful and very understanding, I have hearing loss, he spoke clearly and slowly and I was  able to hear and understand everything he said.  Receptionist friendly and efficient. Doctor pleasant and listened to my issue.  The doctor was very efficient and covered all options.  The doctor I saw was very thorough in her explanation of various options available to me.  Always had good for me  I just thought that the young man knows his stuff.  Got an appointment quickly, the trainee lady doctor was excellent. Was very happy with my treatment and  overall experience  Easy to make an appointment, seen in time, very professional and helpful team.  Explained everything.  The Dr Martha saw was very attentive to her needs and explained her treatment very clearly.  Because of the help I was given  I was given detailed information of what was causing my pain and advice on how to help prevent it happening  plus, a set of physio exercises.  Excellent service from Sharon  Appointment arranged for same day doctor very thorough.  Because all my worries feel like they are sorted now  Dawn was very patient and explained everything to me.  Staff were approachable and friendly.  Efficient time in ringing and making appointment. Friendly and welcoming staff. GP made me feel comfortable  and reassured, did not feel rushed and felt my care was excellent.  Was saw very quickly.  Everyone was quite polite.  A medicine review carried out in a very efficient and proper manner.  Friendly. Helpful  Very efficient and thorough  Prompt service  Very friendly and helpful  The nurse was very friendly and knowledgeable regarding travelling abroad and vaccinations needed.  Rang to make an appointment after receiving a text from the surgery to say I needed an appointment for  blood pressure I received an appointment the day after (Quite a surprise)  because it was! I needed medication and got it prescribed by the dr. Just hope it works. Fine on this occasion  Saw a very good doctor.  Brilliant receptionist, great Dr  I received an appointment the day after I rang Reception was extremely helpful.  Doctor, I saw was very helpful, thorough, and extremely friendly.  Dr Ali looked very carefully over me and listened.  Dr Cecilia was ever responsive to my concerns and listened well.  I have multiple problems, which you have helped to deal with patiently and caringly.  GP showed great care and concern even though we cannot get to the bottom of the issue he is keen to find a  solution. Very thorough - much appreciated.  I received first class attention yesterday from the Doctor on duty.  well looked after.  I saw Donna the advanced nurse practitioner and I immediately felt “in safe hands.”  Nurse Donna as very thorough, caring and very knowledgeable.  Staff friendly and professional |
| Happy with everything  Was advised promptly and action taken.  Doctor identified tachycardia and tachypnoea with no clear source of infection, advised me to attend A&E  where I was flagging for sepsis and given the appropriate treatment. Doctor was very thorough in his assessment,  and also reassuring.  Professional friendly service, particularly practice nurses and matrons.  Dr. Clarke is an excellent doctor who gives you time to explain your symptoms and then gives thorough  answers to your medical needs.  Nurse really explained everything to me and offered advice.  Usually on time  Staff and doctors great  Appointment was on time.  I was able to get through to the surgery quickly and got a same day appointment for my son. The doctor we  seen was very helpful.  Very helpful  I am always able to get an emergency appointment, pre-bookable with specific doctors are always available  or if not, another option is given, level of care is always taken seriously, and every option is exhausted.  Appointments on time, friendly staff  Very good consultation  My appointment was on time. Sharon was brilliant, addressing my problems and making future plans.  Brilliant staff at this GP who really help make things easier.  Dr Saqib Ali was a very good listener and spent time understanding my problems.  Because everything went as it should’ve  Quick appointment and medication  Excellent service  Appointment with Debbie (Nurse) she was really pleasant and thorough even gave me a follow up call.  Punctual appointment. Very understanding GP. Got everything I needed.  Dr gave me a lot of time and attention to discuss my health concerns.  Very helpful & pleasant receptionist  Receptionist was very helpful, and Dr Ali is always wonderful especially with children.  Very prompt pleasant reception staff Also good initiative doing check near birthday annually.  I’ve been really poorly over the last 12 months, and I have seen 3 of the Doctors over this period plus have  used community nurse and also the ladies who answer the phone, they have always endeavoured to do the  best for me  Friendly and efficient service  Both medical staff I have seen over the last cpl of days have been very thorough and pleasant to speak to  Debbie was friendly and efficient.  Dr Ali was very easy to talk to, he is more concerned with my health that I am.  It was quick and easy.  The receptionist and nursing staff do an excellent job put me at my ease.  Being monitored and diagnosed for diabetes.  Very helpful  I was very happy with the device I received from all the staff on the telephone, the reception staff and finally  Dr Murphy  Efficient quick appointment loves the text message reminder.  Physio gave me most of the information I needed.  Friendly  Staff  Answered all my questions happily.  On time and I was well looked after  Dr Ali was through in detection of my ailments.  Because they are very good  Did a thorough examination and was very kind putting me at ease thankyou?  Sharon the nurse always excellent and very helpful. Dr Murphy also very calming and makes you feel at ease.  No wait for appointment. Advanced Nurse Practitioner (Donna) was lovely and helpful.  Very good overall service  I get quick response every time I visit.  It was very good because staff were professional and helpful.  My Appointment was with Debra the nurse. Debra makes you feel totally relaxed and spends the me listening  to what is on your mind. She is extremely kind and caring and a credit to the practice. Thanks Debra  Very helpful both visits feel 1 of the best appointments for a while.  never had a problem in getting appointment.  The nurse was very pleasant, and my appointment was on time.  Was seen by Debbie Hall (Nurse) absolutely excellent manner and really helpful.  Good on reception. Lovely nurse.  Debbie is very polite and very helpful.  I was offered an appointment after filling in a form online. The GP I saw was understanding, caring and went  above and beyond by researching an article and sharing the information with me.  I did not have to wait a long time for an appointment and the receptionist (Jacqueline) was very pleasant.  Sharon did a good M.O.T and as always is very pleasant and friendly.  Prompt and thorough  Staff polite and my appointment was on time very pleased.  Very friendly  No problems at all. Excellent information  Receptionist very helpful, Doctors very helpful  If this relates to Dr. Clarke fantastic, friendly, and informative and listens.  App with GP excellent but getting app was very stressful. Phoned 4 days from 8am  All staff are very pleasant, helpful, and friendly.  Very understanding GP. Gave good advice and the time I needed.  All good  because everyone at the surgery kind thoughtful and understanding your wellbeing  The doctor I saw was lovely and very thorough. Opened my eyes to a medical condition I have had for a while  but was unaware of. She was very appreciative of the way I have turned my life around. How I am keen to help  myself and others to enjoy a better way of life.  All went to plan.  Nice staff. Very friendly/welcoming.  Not long to wait for an appointment. And seen on time by the physio.  Staff overall polite, and professional.  It was a great experience.  Dr Ali really listened to everything I said.  Got appointment within 5 days to see the physio David not a GP.  Always treated with care and compassion  Got a same day appointment and the doctor that we saw (I think his name was Dr Ali) was brilliant, he put  our minds at rest.  Really informative and attentive  Been going all my life never had an issue.  Fast service and friendly staff  Very pleasant & helpful staff  The health care assistant was very thorough and informative.  The results of scan came through immediately and were acted upon.  Brilliant staff members  Prompt, polite and very helpful.  From the initial phone call to the surgery where the receptionist identified I had a genuine concern about  my health to a 35-minute thorough examination 3hrs at the surgery was exceptional.  Hard to put excellent. Very good sits comfortably with me  Nurse was very calm and professional made me feel at ease.  All members of staff very good  Staff and doctor very friendly  Everything went to plan, nurse was great.  Given an appointment on the day which I was not expecting.  The service from ringing the surgery for an appointment and seeing doctor was polite professional and timely.  Very satisfied  I needed see a doctor and you got me an Appointment.  On time and friendly  I was able to book an appointment at 8am in the morning without too much redialling. I had not been to the  doctor before but found her extremely understanding. I have a range of medications due to surgeries et cetera.  and she did her upmost to come to terms with them. Fortunately, as she herself said she had time in this  appointment, for which I was grateful,  Because the doctor answered all the questions I asked  Happy faces  Friendly and professional  Very friendly and efficient  Because it was  Got an appointment right away.  This GP is amazing! The receptionists, doctors and nurses are so helpful and reassuring. Nothing is too much  trouble and they all go out of their way to help!  Dr was very polite, thorough and caring.  Punctual and professional  Was seen by Debbie earlier than appointment time. Explained what the inoculations covered and also gave  more information regarding our trip abroad about health matters  Physio was a nice helpful young man who listened.  Sharon treated us efficiently, professionally and with compassion.  Very thorough and helpful  Appointment on time and detailed descriptions about test results and ways forward.  Lovely staff, kind and responsive  Zoe was thorough, pleasant, and helpful.  Most informative  Quick and efficient  Seen on time and was most helpful.  The doctor gave you confidence to what he was telling.  Appointment given for the same afternoon, seen at appointment time and the doctor was extremely thorough  and very friendly.  Things went very smoothly, and I was given good advice.  Got appointment on the day. A very nice doctor  Julie was lovely, friendly, and very through. Thank you.  We got an appointment and Dr Alli was so understanding and listened to my concerns.  Got appointment.  I got an appointment on the same day that I phoned, and the doctor that I saw was very nice.  The nurse listened to me and put my mind at rest.  Informative re: Diabetes, covered all aspects and easy to understand. Very helpful.  Nurse practitioner was very thorough and sympathetic.  I saw Donna who was welcoming and friendly. She was very thorough. This is the second time I have seen her.  Is nice to have consistency. People I know who have seen her speak highly of her.  Very good experience with a senior practitioner  Dr Millar was helpful and friendly.  I was completely satisfied with the information I was receiving from my doctor.  Really happy with the service, doctor was thorough, listened to and come away Happy  Sorted quickly.  Julie the nurse is excellent. Nothing is too much trouble, very understanding and listens to what you say and  explains everything. Gives encouragement. She is an asset to Leesbrook surgery.  He answered my questions very well.  The doctor was friendly and helpful.  The whole experience was great.  Treated well and efficiently.  Answered the problem I had.  Felt like everything was explained well.  All was good no problems at all.  I didn’t have to wait. Well organised no  I got appointment very quick.  Because I am pleased with the service  Because it was very good!  Friendly  Rang for appointment at 8am was asked to come in at 2.30 same day. Saw Dr Littlewood lovely GP …. all staff  very friendly.  Very helpful throughout my visit  Appointment cancelled Monday morning but managed to get another appointment on the same day.  Friendly and knowledgeable  Doctor was very helpful.  A bit of a wait but friendly staff and s very clean place to be.  Kindness and efficiency  First class service  Didn’t see the Dr I thought I was seeing but the Dr who knew nothing about my complicated health problems  was very thorough.  Dr Ali has been so helpful.  Saw trainee doc FA who was really lovely.  The nurse was lovely x gave me loads of information which will be very helpful x.  Friendly, helpful staff and doctors  The doctor was really nice and approachable, and really good with my son who is a very lively 17-month-old.  Was told everything I needed to know.  On time  Doctor friendly easy to talk to and did an overall examination.  I am impressed by the service I had.  Pleasant office staff, efficient Dr who was patient and understanding .and patient.  I got to see Matron without Amy delay.  Got the answers to my problem Very professional.  due to friendly and helpful staff  Helpful and informative  Liked Dr Murphy feel she understood my health issues.  I needed to see someone ASAP and was happy with the result.  Service excellent and  Usual efficient treatment  Everything ran on time, & very thorough.  Because it was very good, and the doctor was excellent.  Did not wait very long for nurse very good.  Went for blood test and Physiotherapy and had good service.  Good service  Looked at history. Listened to chest. |
| I have multiple disorders which your nursing staff are managing excellently.  Sometimes maybe good sometimes maybe bad  Good service  Service was good although waiting times are long.  Rang at 8.20am amazing got an appointment that morning.  Waiting for an appointment is long but when something is wrong, they surgery/docs are quick and efficient  When I was asked if there was anything else I felt that the doctor had switched off and was not interested in  anything else in the consultation  Appointment was on time.  Appointment was in time and the nurse was lovely.  Friendly staff  The Dr and receptionists are very kind and professional.  I get the problem sorted when I visit.  Good clinical treatment  Doctor was good.  The Doctor listened to me.  The service was good, but I don’t believe that the nurse has the level of expertise required for a blood pressure  review  The treatment I received was excellent, but I think the access to the service could be much improved.  It was good.  Very happy but had a wait a number of weeks for the appointment.  Despite a lengthy wait to be seen the consultation was quite brief but thorough.  On time and Doc listened  The nurse didn't rush the appointment.  Polite receptionist, prompt appointment time  Sometimes it might be a while before you can get to see a doctor.  Got my appointment the same day…..at the correct time …..the Doctor was thorough .I left a sample and got  the result promptly.  Fine  I want results delivered to me please.  Professional  ANP was caring knowledgeable.  Thank you to all our patients who have provided positive feedback and continued support 😊  **NEGATIVE:** |
| I rarely go to surgery as I know how busy it is. For this appointment I waited 3 weeks to see GP. I have three  queries, and when I mentioned that to GP he sight and gave me a sarcastic responses. I felt so bad to ask and  cheated. I don’t go often to surgery. when I go, I seek advice as I had cancer in the past and everything relates to  hormone. I need to seek advice. I don’t like to be treated as time waster. It is a GP duty to take consultation,  I am also a public servant I know how it feels to get queries, but I know my place too! We serve people with  dignity. This surgery has changed to the worst from where it was (I have been with it from 24 years ago). I hope  you can improve your GP behaviour. Being importance doesn’t have to make you a snob. I am disappointed.  We are sorry to hear of your negative experience, may we ask that you contact the practice manager to  discuss this matter further.  Told I needed an appointment which when I turned up the person, I was seeing had no idea why I had been  told to come for this appointment.  Staff normally enter a reason for appointments we apologise that in this instance this did not happen.  I was told by the receptionist I couldn't have a telephone consultation due to the nature of the consultation  also, I was supposed to see a doctor and then being told I have to contact "THE PAIN CLINIC AND PHYSIO AT  OLDHAM HOSPITAL waste of my time and the appointment could have gone to someone needed" also the  message I received I was informed I COULD have had a telephone consultation.  Please contact the practice so we can look into this matter further.  Took eighty-one calls over 17 minutes to get connected and received the last appointment of the morning. Never  anyone in the surgery after lunch. Why can’t the rest of the days calls accept patients for an afternoon  appointment  Unfortunately, our telephone lines are extremely busy but please rest assured we are open 8am-6.30 pm  Monday to Friday to take calls and queries. Our clinical team also have afternoon appointment sessions  available Mon-Fri so please be reassured that we are most certainly available  Had to rely on the receptionist to pass on my results to an x-ray who was struggling to explain the results.  There was no follow up from the doctor! I eventually got an appointment two weeks later so a doctor could  explain the results.  Our reception team can relay results to patients and if an appointment is required to discuss the results, this can  be arranged if warranted. We do ask patients to contact the surgery for any results. |
|  |
| Hard to get an appointment.  Very difficult to get an appointment.  Because it took 3 days to get an appointment the phones are shocking  Never get through on the phone then appointments never available  Not easy to get an appointment.  We understand it can be difficult, but we have processes in place to attempt to resolve the issues, this includes  Online appointments, telephone appointments, prebook able appointments, we also offer the extended hours  Service to meet with our patient demand.  Very hard to get an appointment can’t fault the gps they are brilliant. Receptionist for that matter are rude,  difficult and unhelpful.  Please contact the practice manager to discuss further so we can investigate further on your behalf.  As I spoke to receptionist about a double appointment, she said I will give you longer slot when I spoke to GP  he said no you have only a normal slot.  We do offer if available longer slot times for complex issues, unfortunately this did not happen for which we  apologise |
| Ask for help but get disregarded.  Please contact the practice to discuss your comments further as we would like to address your concerns and  Offer the help you need |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |
|  | | | |