**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST MARCH 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 434 responses received back in March 2024.

We asked our patient’s.

Overall, how was your experience of our service?

 Number of responses Comments

Excellent 141  YES

Very Good 236 YES

Good 41 YES

Fair 10 YES

Poor 6 YES

Don’t know 0 NO

Below are some of the comments that we received:

**POSITIVE:**

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| I was able to get a same day appointment. Saw Dr Cecilia who was very patient, I didn't feel rushed and he explained everything thoroughly.Reception service and Dr Fatima Afzal was extremely helpful and supportive. I rang this morning and got an emergency appointment.Could not have been more helpful.Very Personable – First ClassFriendly efficient service- impeccableDr Asrani was why excellent score.Dr Cecilia was so gentle and really listened, just lovely thank you.I got an appointment on the day; I received information about my condition.Experience with doctors is 10/10. Phone lines/Appointment booking service 8/10. The nurse was very professional and very patient. The nurse I saw was very friendly and made me feel at ease. Dr Asif is excellent. In fact, the overall experience of the process from submitting online form through to getting appointment was brilliant news and getting appointment was brilliant.Dr Afzal was very thorough and arranged tests in a short time. The doctor I saw was friendly & approachable. They sought a second opinion from another GP in the practicewhich gave me confidence.The doctor very good on answering my concerns. PeopleThe doctor was brilliantHaving just recently changed GP surgery I can say I much prefer this surgery in every way. Wonderful and friendly receptionists that make you feel welcome and valued Very thoughtful consultation with Dr Ali.Very friendly and informative.. I was seen very quickly Doctor was very thorough and helpful ... put me at ease - friendly and helpful receptionist Was looked after very well Very good service, plenty of information Seen promptly and courteously by the nurse.Managed to get a same day appointment. No delay when arriving at the surgery. Dr was lovely answered all questions and gave a thorough examination. Sharon the practice nurse is very professional and has a lovely manner Reception v helpful, Dr Ali absolutely great.- only trouble trying to book in the morning - very difficult to do this. 40 or 50 times before getting through. Only trouble - The doctor was very nice put me at ease thanks I felt listened to and was talked to in an appropriate mannerFrom 2 appointments in the last week, I have been attended to extremely well. The receptionists both on phone & at surgery have always been extremely helpful Dr understood I think what I was going thru. And will send me to go for an ultrasound on 3 weeks. Every time I go I don’t have any problems.Nurse fantastic explained everything and made my next appointment Donna was amazing and really listened to my problem and tackled the issue I haven’t seen her before but she put me at ease straight away Friendly and efficient The doctor was friendly, knowledgeable and thorough and answered all my questions as well as providing written information I seen Debbie the diabetic nurse, who is amazing at what she does, very professional and put my mind at easewhilst encouraging me with new plans to be put in place, absolute credit to the surgery, lady on the reception greeted me with a big smile, and a friendly goodbye on leaving.. fantastic team Debbie answered my questions Because it is exactly that .Was given time. Patience. Above and beyond. Felt as if I was back in the good old days when you were given time and attention. So pleased that Dr. Clark has returned, I have every confidence in him and trust him implicitly. RegardsWas put at ease and everything explained in detail I could understand Was seen before allotted appointment time even though the book in screen advised a delay of 7 mins.Everyone very pleasant and helpful.Pleasant helpful patient people who put you at rsseLovely receptionist offered a telephone number for evening clinics but noticed a cancellation which I kindly took and was very grateful. Dr Ali was extremely thorough and informative. A great Dr and experience. As an NHS employee I know how stretched services are so thank you from myself and Holly for your care. On time ,informative treated as a person and listened toI put that answer because that's what I thought was the answer that was nearest to my experience.From booking my appointment over the phone to seeing the GP, it all went smoothly and I felt that I was beinglistened to. Debbie, the nurse is lovely!!Got an appointment that day tests and a referral Bloods are collected are collected properly and care us always shownAfter I had broken a bone on my hand I saw Dr Ali on Monday very quickly and excellent care.The nurse I saw was polite and professional EVERY helped when I brought Barry to arrive and to leave.(Barry’s walking was not great and so needed a seat.I have many problems and somebody came to push all the way up to “No 2” and back down to our car. Amazing.Timely appointment, greeted by the Dr personally and given good explanation as to what is affecting my healthOnly one to gave On time, friendly, informative.Always very friendly staff. My appointment was made the same day and I did not experience a long delay in the waiting room. My appointment was on time and I was treated with care and respect and things were explained clearly to me Good answers and a great receptionistDiscussion about my health. Took action on previous referral.Doctor was excellent made me feel try gat I was important. Didn’t rush , listened and came up with the best course of treatment possible. Sharon as usual was superb did my bloods very quickly without any pain. Receptionist was very pleasant and I have no complaints whatsoever I manage to get an appointment quickly without being on hold for long (unlike usual) the doctor was very welcoming and had a lot of patience with my daughter. I felt listen to, and left happy was able to pick up the prescription opposite nearly straight after. The doctor made the experience one that I think would help my toddler daughter happy to return. From start to finish everything was perfect Very efficient all round From ringing to make an appointment to seeing the doctor I was very impressed with everything.Julie the nurse was amazing very well looked after Seen in a timely manner thorough examination Same day appointment, Doctor listened and offered solutions.Treated excellently, Sharron is always so kind and helpful. Very professional, helpful and courteous as always .Friendly reception staff and Dr Murphy was brilliant N/ANo waiting prompt treatment satisfactory resultThorough examination Very impressed with Dr Clarke especially with my anxiety issue. He put my mind at rest regarding my issue &gave a full explanation. Very impressedBecause I saw the doctor I wanted to seeDebbie is always great.Excellent surgery. Very friendly efficient and superb staff always very helpful. Friendly and helpful My blood test was carried out efficiently and painlessly, in a very pleasant manner.Excellent customer service Dr Littlewood really listened to me and my husband and is endeavouring to ensure continuity of care by booking me in with her again.Great , understandable serviceReceived excellent care from ANP Donna. Very impressed. Warm welcome from receptionist Adele.Fantastic staff doctors and nurses all roundAppointment on time. Very thorough check up.Because Excellent is better than Very good.On time, friendly and efficient Non medical staff and medical staff treated me with utmost respect Because I am always treated with kindness and respect and not made to feel a nuisance.Receptionist and doctor were amazing and would always recommend It was very easy to get the appointment on the day . The receptionist was very pleasant and attentive Very happy with surgery and staffGot an appointment the same dayThe nurse was polite, efficient and put me at ease.The doctor was able to change tablets that were causing me problems. The doctor was most pleasant and thorough, listening to what I said.Explain everything On time, pleasant, friendly staff and efficient.Excellent Very thorough examination kind and professional Great service by Sharon Lovely staff, was reminded about appointment and the appointment was easy to make Dawn was very patient, new what she was doing and gave very good information, listened to what I had to say.Appointment same day great service From getting an appointment to seeing the doctor everything was very professional Excellent treatment. On time. Receptionist polite. Amazing doctors and staffSame day appointment, good doctors.Very friendly reception appointment on time, physio very pleasant I feel I can always access my g.p. or other health professional through telephoning the surgery contrary to the horror stories I hear about. Professional when needed contrary to what the general public receiveI rang the receptionist at 8.00am and got through straightaway I informed Jacqueline of my problem and she managed to get me an appointment for the same day with a very nice and helpful doctorAs all staff really kind and caring I think you take care of everything Consultations with Nurse Sharon have always been excellent. She is thorough and attentive and I have confidence in her professionalism. The receptionists were most helpfulFantastic Staff all round I was treated with respect, and most importantly, I was listened to, All information I received was reassuring, and helpful thank you. The doctor was very kindI got through on the phone very quickly, I was offered an appointment an hour later. At the surgery all the staff are very helpful. As I always say, excellent caring service given by my Doctor.Kindness shown, efficient yet thorough. Felt both seen & heard & not dismissed in any way.Donna Hunt is absolutely fantastic. She took the time to really go through my symptoms with me and came up with a very well thought out plan. She’s brilliant. Appointment on time. Dr was very nice and took time to explain. Visit to Donna who was so caring and professional Staff are friendly and service tends to be quite quickVery efficient, no waiting timeExcellent communication and good waiting timesPolite and friendly Nurse Julie is a very understanding person and excellent at her job. Absolutely lovely service I had been to get my bloods done by the nurse and she was absolutely patient and lovely with me. I have had the best doctors service since moving from Alexandra best decision I ever made. Fantastic surgery. Attended for an injection and was made to feel at ease and had everything explained to me clearlyI was dealt with quickly by a pleasant, competent doctor, who checked me over very thoroughly and prescribed accordingly. |
| Reception v helpful, Dr Ali absolutely great.- only trouble trying to book in the morning - very difficult to do this. 40 or 50 times before getting through. Only trouble - Felt very relaxed speaking to Dr Littlewood, as it was my first appointment at the practice. New GP Fatimah was excellent. Caring, understanding She explained to me everything that was happening with my hospital visits. She made good suggestions regarding treatment and made sure those actions were carried out.I was treated respectfully and fairly. Seen on time. I felt listened to and not rushed. Lovely nurse, seen promptly Seen immediately and Doctor was very pleasant and clear. Very pleasant Pleasant receptionist, appt to time, Sharon the nurse is always brilliant- always pleasant and always manages to get blood out of me at first attempt!The nurse explained everything Thorough check up and explanations It was Dawn I saw for a yearly review and she was really helpful Because you are good at your jobI was given time to explain and follow up was agreedGot a same day appointment. Doctor was very in-depth with exploring my skin issue- he explained my condition and ways to manage it as well as explaining what medication he was giving me and why Avery friendly welcome for my first introduction to your practice. Found me an appointment when urgent very polite and accommodating Really helpful doctor, gave excellent advice and listened to all my queries.Friendly and helpful professional Receptionist very warm and friendly. Seen on time. Dr Murphy bedside manner excellent. Actually listens. YesIt was the first ever visit for me at the Surgery and Dr Afzal was very thorough with me.Appointment on time, staff friendly and efficient Simply it was very good friendly staff appointments generally on time Excellent service from Dr AliGood friendly all round service As always same day appointment and as always very professional Seen on time and treated wellFriendly professional staffJulie was very attentive, prompt service Attentive staff - kind and friendlyI was made to feel comfortable and every one was very nice No problem getting appointment Mostly friendly staffThe Physio was pleasant and very helpful and informative and the Doctor was very thoroughBecause I always manage to get an appointment Very efficient The Nurse was very thank you. Seen Dr Cecilia, was very understanding and supportive Dr was attentive and thorough...and good listenerI like my doctorStaff where very thorough, attentive and helpful.I was delighted to be seen by a doctor so promptly.Staff pleasant and efficient.The nurse was very attentive and she took time to explain everything to me as the appointment progressed. I was in there for around 40minutes as I had to have a 20 min period for the meds to take effect. I was attended to at all times with great professionalism. Quickly seen toSurgery gave appointment and kept to timePolite and always helpful No prob getting an appointment and saw on time and helped my problemThe GP I was approachable informative professional and friendly and dealt with my problems.Everyone is so friendlyStaff are always helpful and friendlyTimely appointment. The assessor Nicole lees was extremely professional and very approachable. Really good listening skills and the signposting and arranging further support was so helpful.Sharon is very kind nurse and very understanding Reception staff really helpful. I got an appointment on the day I have had nothing but positive experiences with this GP. The staff are friendly and helpful. The receptionists go the extra mile. I have never had any issues with getting an appointment. All the consultants really listen to me. I cannot fault this practice at all!Always ready to helpI have excellent support for my father who is house bound. Dr gave a thorough diagnostic summary which I appreciated Because I was pleased with the service I received from the doctor to the receptionists Seen on time, advise given and assisted Efficient Seen on time sorted out my health issue Listened to my worries, very understanding and great advice and knowledge All staff are very caring and attentiveDr was caring Appointment on time and all staff helpful and friendly the nurse was very good and explained everything well Very good serviceThe doctor was polite and put my mind at easeSharon friendly and efficient An appointment when I wanted one. Staff are always friendly and helpful I was given an urgent appointmentExcellent knowledge and has a clear plan of treatment Professional & Informative Excellent staffAppointment on time friendly staff The doctor was very thorough and felt that he covered all options available. He was also friendly and helpful. Quite easy to get an appointment Friendly reception staffListened to me and was very thorough . The nurse practitioner was very nice and I got an appointment same day Warm friendly reception prompt response to queries and very helpful I felt that I was listened to and responded to appropriately.Knowledgeable doctorI was given appointment on the day when I really needed to see a doctor and get antibiotics Appointment ran to time. Nurse thorough. Good advice kind.I got an appointment easily and was seen with great attention.I’ve always had a good experience and a good standard Reception was lovely and so was the doctor.thanku it was a pleasure to come Donna was lovely. Very thorough and great with children. Quick and great staffQuick service Friendly and informative/ supportive Doctor with empathy...hard to find these daysNo waiting , Doctor was very understanding.Excellent service- appointment made and seen on time - Dr very understand and thorough.Got an appointment on the day and very satisfied with the actual outcome of the appointment Helpful and efficient easy to arrange Efficient and easy Put me at ease and explained everything very clearly I have been very well looked after, everyone I saw was very kind and helpful Because I was in on time and well looked after The was nurse very nice Sharon is very helpful efficient and kind Because they do things right and take tome for meSame day appointment It's my first visit to the surgery, got an on the day appointment and the GP was excellentAlways helpful First time Dr was not at all helpful. But on my second visit regarding the same problem. She was extremely helpful and went out of her way to get a second opinion from her senior. She then made a referral and got me an appointment for the hospitalAppointment on time and was given treatment for my infection Very good consultation with Dr QureshiGood information Dr Littlewood was very understanding regarding our situationThe doctor was very pleasant and helpful Doctor receptionist and nurse all extremely helpful and friendlySaw a lovely doctor who was very thorough and helpfulThe ability to get an appointment when I am feeling so very ill Pleasant and punctual experience This GP is incredible. They are caring and compassionate. They really care about their patients!Felt comfortable with the way the doctor dealt with usA wonderful response to my many needs .and gave me the necessary time and listenedDr Murphy was very approachable and made my little boy feel comfortable. Kind helpful receptionist Adele and Dr Qureshi was very helpful and kind thanks I had seen this doctor before not just saying it the best doctor I seen in a long time at leesbrokeI received the advice I needed.Dr Cecilia was very sympathetic I have always found the surgery, helpful, efficient and friendlyFriendly staff ,professional attitude. I felt I got listened to moreThe nurse practitioner was very thorough and made my child feel at ease Receptionist always pleasant easy to get to speak to someone about issue at hand Doctor Ali was good and listened to my problemThe staff are very good at their work and if they don't know the answer to a question they will ask a colleague and let you know. Felt listened too.Efficient, friendly I received an appointment on both occasions very quick. Polite, friendly, professional and efficient serviceEverything went as planned Because it was good and on time Debra was great Didn’t wait long. The nurse was very nice and explained everything well.Always there to help My GP is excellent, reception staff very goodI changed practice to receive a better standard of service Very obliging, listen to what you say and take note. Appointment was on time with a very friendly nurseFriendly information Because he really listened and medication he gave has already started to helpSince transferring to your surgery, the service has been wonderful Helpful receptionist prompt appointment doctor helped to relief painGreat doctor fast blood testThe people I saw from reception to nurse were very professional , no issues whatsoeverbecause it was, in every way.Same day apt and really helpful service Gave a timely appointment, doctor knowledgeable and friendly I got all the answers I needed and. Was seen by the doctor the same day I rang thanks Very friendly and efficient Answering my questions and demonstrating various ways to exercise . Good advice and checking my understanding. Doctor very good.Very thorough Dr Clarke was very knowledgeable and took the time to inspect our condition and really provide some reassurance we are very grateful. Thank you to the receptionist for booking us in with him knowing we had a skin concern and that that was his speciality.Managed to get appointment on the day and very pleased with the Doctor I sawSaw doctor same dayAppointment time kept. Friendly knowledgeable staff.Professional caring knowledgeable doctorExcellent consultation where the doctor covered all aspects.Satisfied with my appointment Nurse was attentive and helpful but dr's no longer allow them to do PSA blood test!It was great I saw physio but very difficult to get an appointment for the GPI have been in a lot of shoulder pain and needed some exercise from a Physio Great doctorVery helpful and identified a way forward Very helpful and excellent serviceVery pleasant service/staffNothing to complain about & was seen on timeI was seen to quickly couldn't help any more, lovely staffI received an appt same day, receptionist always lovely and went straight in to see doctor on time, she was very helpful tooExcellent staff all roundI got appointment and the doctor made me feel comfortable discussing my problems It was nice to get a face to face appointmentOn time. Sympathetic nurse didn’t rush meNurses very friendly and puts you at ease The doctor was really good and has started the process to begin my treatment The receptionist was very helpful and gave me an appointment very quickly. The doctor I saw was very knowledgeable and helpful and reassured me.Managed to get a same day appointment Always friendly & caringI called for an emergency appointment and got one with no trouble. The receptionist Jaqueline was very pleasant and the doctor was also thorough in his assessment The doctor listened to what l said, he also explained this to me Got an appointment the same day and a thorough examination by the doctor Nurse was brilliant but trying to make the appointment was a nightmare 38 times I rang and was cut off twice whilst in the queue Easy to book, and check in so easyDebbie is so lovely. She always explains everything & doesn't rush you throughVery helpful staff good information Prompt attention. All staff professional, approachable, helpful.I found all staff at Leesbrook surgery to be very professional and helpful Always on time polite and explain anything you’re not sure about Cos it was goodDr Ali was very caring and listened to my concerns. I was very upset and he was sympathetic to my problems. I felt as if he did everything he could to help.Great receptionist and very helpful nurse who was really pleasant and helpful Referred immediately The service was excellent Seen promptly and given sound advice.Very helpful and made me feel confident after leaving Efficiency and pleasantryI was listened too and was encouraged to change aspects of my diet and lifestyle without being patronised Doctor was very thorough, explained the review process. Patient with my sonGlynis is wonderful and explains everything in easy to understand terms |
| Good |
| Seeing the nurse is always a please to experience Just a routine appointment I think I could not all the answers I wanted Needed antibiotics and rx was doneDr Ali was very kind Prompt and informative Once I got an appt service was goodBecause it was goodGood response from receptionist to realise needed a double appointment concerning no home visits for patients Caring and attentiveHelpfulGot an appointment same day via a very helpful receptionist. Took a long time to get the initial appointment but on the plus side the blood test turnaround time was fast and it was great to get a fast blood test results by text from the doctor The information given was concise and easy to understand. I did not feel rushed.The time that you have to wait for an appointment .Had no problems at all, staff were kind & friendlythe doctor was great he made me feel at ease with concerns and I didn’t feel rushed at all, I needed a blood test and it was done there and then, however I did have to wait nearly 8 weeks for the appointment Appointment on timeShort waiting time and polite visitI have multiple serious conditions, and have needed much support, which has always been given unstintingly.The issue I attended for has deteriorated.Waiting to see Doctor Dr Murphy was very good and efficient with the information she was given and the way she treated me as a patient Was seen within a decent time frame I really appreciated being given an appointment and the clinician I saw was very warm and processional however she wasn’t able to provide me with any medication to help my situation as she was unable to prescribe it and needed advice from a Dr to do so. I am still awaiting g the outcome of this appointment and my skin has continued to be tight, itchy, burning and sore in the meantime. Fair apt timeOn time and pleasant Doctor gave good advice but my medical notes were not completeWas seen on time and doctor Murphy was very helpful and managed to see the nurse Julie very quickly for a review.Booking an appointment Jackie the reception helped me with my appointmentFriendly reception, the nurse that did my assessment was very goodMatron was helpful Now I feel I am getting something done. The Doctor was very helpful. It is sad you have to make an appointment only when it becomes an emergency.New to the surgery-staff very helpful, excellent first consultation with the health care assistant Sharon. Doctor was lovely. However it Took me 140 attempts to get through on the phone Dr Murphy was quick, efficient and sympathetic. She had all my medical details ready on the screen and gave clear answers to my questions.Thank you to all our patients who have provided positive feedback and continued support 😊**NEGATIVE:**Dr Clarke didn't make the appointment at the integrated centre as he said he would. Lack of communication I asked for permission to see my medical records online, was told it isn't online yet and it won't be for several months even though the NHS app says its everyone's right to see there medical history !You did not tell us you had referred us to a clinic which we found out about by getting a letter two weeks laterNo prescription sent to pharmacy and went for a Xray to I.C.C and it hadn't been bookedI came with a mole that has grown back after 13 years and I have been referred to dermatologist and shouldhear back within two but should have been referred to a plastic surgeon to have it removed as it is wasting time and resources going to a dermatologist when the service they provide will be of no use what so everOn phone at 800 am after many calls in ten minutes get through at 8 10 am no appointments left if I keep ringing non stop how can that beDoctor didn’t seem interested and seemed quite annoyed that my 18m old who was tired and itching with his eczema (why we were there)Didn't feel I was taken seriously It’s very hard to book an advance appointment that isn’t an emergency Receptionist let the place down Very difficult to get an appointment Unfortunately appointments are too far of.Very hard to get an appointmentIt is with regret that negative feedback is received however we discuss all feedback at our practice meetings.If any of our patients wish to discuss any issues raised please contact the practice manager. thank you  |
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