**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 Class  Friendly efficient service- impeccable  Dr 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 practice  which gave me confidence.  The doctor very good on answering my concerns.  People  The doctor was brilliant  Having 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 manner  From 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 ease  whilst 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. Regards  Was 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 rsse  Lovely 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 to  I 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 being  listened 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 shown  After 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 health  Only 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 receptionist  Discussion 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/A  No waiting prompt treatment satisfactory result  Thorough 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 impressed  Because I saw the doctor I wanted to see  Debbie 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 service  Received excellent care from ANP Donna. Very impressed. Warm welcome from receptionist Adele.  Fantastic staff doctors and nurses all round  Appointment 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 staff  Got an appointment the same day  The 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 staff  Same 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 receive  I 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 doctor  As 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 helpful  Fantastic 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 kind  I 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 quick  Very efficient, no waiting time  Excellent communication and good waiting times  Polite 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 clearly  I 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 job  I was given time to explain and follow up was agreed  Got 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.  Yes  It 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 Ali  Good friendly all round service  As always same day appointment and as always very professional  Seen on time and treated well  Friendly professional staff  Julie was very attentive, prompt service  Attentive staff - kind and friendly  I was made to feel comfortable and every one was very nice  No problem getting appointment  Mostly friendly staff  The Physio was pleasant and very helpful and informative and the Doctor was very thorough  Because 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 listener  I like my doctor  Staff 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 to  Surgery gave appointment and kept to time  Polite and always helpful  No prob getting an appointment and saw on time and helped my problem  The GP I was approachable informative professional and friendly and dealt with my problems.  Everyone is so friendly  Staff are always helpful and friendly  Timely 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 help  I 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 attentive  Dr was caring  Appointment on time and all staff helpful and friendly  the nurse was very good and explained everything well  Very good service  The doctor was polite and put my mind at ease  Sharon friendly and efficient  An appointment when I wanted one. Staff are always friendly and helpful  I was given an urgent appointment  Excellent knowledge and has a clear plan of treatment  Professional & Informative  Excellent staff  Appointment 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 staff  Listened 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 doctor  I 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 staff  Quick service  Friendly and informative/ supportive  Doctor with empathy...hard to find these days  No 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 me  Same day appointment  It's my first visit to the surgery, got an on the day appointment and the GP was excellent  Always 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 hospital  Appointment on time and was given treatment for my infection  Very good consultation with Dr Qureshi  Good information  Dr Littlewood was very understanding regarding our situation  The doctor was very pleasant and helpful  Doctor receptionist and nurse all extremely helpful and friendly  Saw a lovely doctor who was very thorough and helpful  The 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 us  A wonderful response to my many needs .and gave me the necessary time and listened  Dr 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 leesbroke  I received the advice I needed.  Dr Cecilia was very sympathetic  I have always found the surgery, helpful, efficient and friendly  Friendly staff ,professional attitude.  I felt I got listened to more  The 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 problem  The 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 service  Everything 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 good  I 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 nurse  Friendly information  Because he really listened and medication he gave has already started to help  Since transferring to your surgery, the service has been wonderful  Helpful receptionist prompt appointment doctor helped to relief pain  Great doctor fast blood test  The people I saw from reception to nurse were very professional , no issues whatsoever  because 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 saw  Saw doctor same day  Appointment time kept. Friendly knowledgeable staff.  Professional caring knowledgeable doctor  Excellent 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 GP  I have been in a lot of shoulder pain and needed some exercise from a Physio  Great doctor  Very helpful and identified a way forward  Very helpful and excellent service  Very pleasant service/staff  Nothing to complain about & was seen on time  I was seen to quickly  couldn't help any more, lovely staff  I received an appt same day, receptionist always lovely and went straight in to see doctor on time, she was very  helpful too  Excellent staff all round  I got appointment and the doctor made me feel comfortable discussing my problems  It was nice to get a face to face appointment  On time. Sympathetic nurse didn’t rush me  Nurses 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 & caring  I 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 easy  Debbie is so lovely. She always explains everything & doesn't rush you through  Very 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 good  Dr 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 pleasantry  I 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 son  Glynis 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 done  Dr Ali was very kind  Prompt and informative  Once I got an appt service was good  Because it was good  Good response from receptionist to realise needed a double appointment concerning no home visits for patients  Caring and attentive  Helpful  Got 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 & friendly  the 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 time  Short waiting time and polite visit  I 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 time  On time and pleasant  Doctor gave good advice but my medical notes were not complete  Was 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 appointment  Friendly reception, the nurse that did my assessment was very good  Matron 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 later  No prescription sent to pharmacy and went for a Xray to I.C.C and it hadn't been booked  I came with a mole that has grown back after 13 years and I have been referred to dermatologist and should  hear 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 ever  On 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 be  Doctor 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 appointment  It 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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