**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST APRIL 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 182 responses received back in April 2024.

We asked our patient’s.

Overall, how was your experience of our service?

 Number of responses Comments

Excellent 57  YES

Very Good 104 YES

Good 13 YES

Fair 3 YES

Poor 5 YES

Don’t know 0 NO

Below are some of the comments that we received:

**POSITIVE:**

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| Quick appointmentFCP seen quickly and professionally didn’t have to wait long for appointment, always received an excellent service at the practiceexcellent care givenexcellent service and very thorough, very satisfiedDr Ali is amazing at explaining all aspects of treatment he is clearly highly knowledgeable and I have been impressed with his care…Keep Dr Ali!Saw Dawn PN very thorough and reassurance, appointment ws on time didn’t have to wait, courteous and friendly staffFriendly , professional, compassionate on time, nothing could have been done betterThorough examination and explanation of the issue and given exercises to help ease the oainMy last appointment was very good. Doctor was most pleasant, very thorough and helpful, prescribing accordingly. Thank youEfficient service and the doctors gave plenty of time and listened Friendly,efficient,helpful and on time. Excellent service. Courteous, professional staff. Seen on timefAll of the staff,nurses and doctors care about the patients and you feel they are trying to solve your problem. Excellent care from medical and reception staff. Sharon explained everything clearly and answered any questions I had.Seen propel and on time.The doctor was most pleasant and thorough, listening to what I said and taking appropriate action.Appropriate medication was also given.prompt attention The doctor is fantastic told me everything and got things sorted The nurse was lovely. Experienced, kind, personable and empathetic. My appointment was only slightly later than it should have been and Dawn was Excellent and explained things so I could understand themDr Clark gave me his full attention during the appointment and listenedGP was amazing whilst dealing with my daughter’s mental health crisis. She said all the right things and actedwith compassion and understanding. The receptionist I spoke with and saw when we came into the surgery went above and beyond to ensure my daughter felt safe. I saw the Nurse at 9:45 am and she was fantastic - so helpful and had time to talk to me about my worries. She said I needed to see the Doctor and was able to book me an appointment for 10:30 the same day which was great. Thankyou Debra was excellent for both me and my sonVery friendly nurse and everything was explained Prompt appointment (a cancellation) Everyone in our surgery is so friendly so helpful lots of smiley faces when you get in the durgeryGood friendly service On time and kind nurseCaring attitude and very efficient. On time, efficient, pleasant polite service.Efficient and helpful Pleasant polite thorough knowledgeable staffEveryone was very kind d I felt I was listened to which put my mind at rest.On time appointment and excellent during the consultation The doctor explained everything clearly to meListened to and was given thoughtful adviceBecause it’s always good I was listened to. Dr Cecilia was very understanding and professional. He took the time to hear my concerns. Doctor identified my problem, explained proposed course of treatment clearly and sent prescription direct to chemist which I collected same day.Because everyone is kind and considerate.The practice nurses always helpful and informative. Very pleasant and helpful whoever you speak to.The doctor was most pleasant, caring and efficient. He listened to me and gave me very useful informationabout my inhalers. He was very thorough in checking oxygen levels etc. The doctor looked at my recent X-ray and blood tests. He prescribed appropriate medication. Thank you.Dr Clarke was excellent he diagnosed my problem straight away Response from receptionist to listen to what my problem was and then sound advice from Dave the physio who listened to my worries and was very professional give me lots of confidence Very happy with the treatment I have received.Reception pleasant and helpful. Doctors appointment was on time and Dr Murphy was excellent. Attentive and proactive. On time, pleasant rapport and professionalism Punctual,efficient,knowledgeable and understandingDoctor C so kind, informative and thorough… very very reassuring… thank you, Dr Clark… |
| Quick response, friendly receptionist, helpful and quick appointment I have been seen promptly and with compassion by several practitioners over the last few monthsAlways polite and respectful iVery satisfied with the physio.Dr was lovely, friendly, welcoming and covered everything I was hoping for in my consultation. Listened, asked questions and gave good advice.Always helpful and pleasant Good and friendly service The lady doctor was very good at listening and I real she understands Not had a problem with appointments with either the doctor or nurse. Very polite staff and doctor and only A ten minute delay.Didn’t wait too long. Be it true Punctual, informative, friendly Dr Afzal was very thorough and I feel that I am being taken very good care of. Very happy with the results from my recent tests and with the health nurse that did my follow up review Prompt kind listened toThe doctor was clear and helpfulDr was really interested, polite, professional and gave sound advice FCP was very professional Because she is a good listener.Dr Clark is very helpful and easy to talk toThe service was quick and efficient.Prompt and continuous advice ongoing. HelpfulDr Murphy was really helpful so kind Had blood test and Sharon the nurse was very good friendly and promptWas treated kindly & professionally Dr Ali and the reception staff always go above and beyond Always lovely, listen and can’t recommend enoughDebra the practice nurse I was lovely, very understanding and explained everything really well. When I phone for a appointment the staff are very helpful Because it’s trueFriendly full explanation to my enquiries The gp I saw listened to what I had to say and offered advice and solutions. Didn’t have to wait too long for my appointment. Lovely doctors. Prompt service I was not kept waiting & Sharon was very informative & efficient.I attended for a smear test and had to bring my 2 young children with me. The practice nurse was fab, she gave them stickers to keep them entertained. This was hugely appreciated and made a real difference. Thank you.Always good Appointment on time, clear explanations of what was happening and why.Doctor was friendly and listened to me Very friendly and helpful nothing too much trouble Given clear advice The doctor answered my questions and was very thoughtful.couldnt fault him.Friendly helpful staff Pleasant & informative I was in on time, and a friendly experience Thorough and friendlySee. In time, quick decision made by gp as to dealing with my issue, Given timescale in which to follow up surgery with if progress wasn’t quick Didn’t have to waitEveryone that I spoke to today was friendly and helpful. Lady on reception was extremely helpful as it was my first time phoning the surgery she explained everything I needed to know Was seen to straight away with no waiting which i normally have to Punctual , helpful My conversation with your staff made me feel like they really cared to provide the best outcome for me. A lovely experience Excellent service and advice ongoingOn time. Helped with what i needed and did not feel rushed. Actually helped me with something i was not aware of.I would put excellent by the way, but very good comes after! The staff are so friendly and helpful. Because my appointment was with the excellent Doctor Clark, you have been missed so much. Appointment was on time. Nurse fully explained reason for my appointmentGlynis gave me 5 star treatment she gave good advice and the best treatment she was firm but gentle and cared Efficient and friendly & seen on timeAttentive and proactive No extended wait. Polite receptionist.Debbi is so caring , efficient and keeps a watchful eye on my wellbeing. Every one is so helpful nothing to much trouble All staff exceptional On time staff friendlyDawn was very professional , informative.Doctor explained things very well to me. Following up with a blood test. Friendly, professional. Prompt service Professional, helpful, friendlyLovely people who listen and respond well Well I've never had any issues with the surgery. Friendly staff , amazing doctor , easy check in I was listened to and I don't feel rushed. Not too long to wait for appointmentsGood serviceI was listened to and suggestions made.Debbie was very caring and most helpful in my recent Smear Test and Health Check Up. Dr Asrani was also most knowledgeable about recent research and I felt wanted to genuinely help me in my telephone appointment.Prompt appointment and very thorough Apt same day examination referral and next day scan and hysteroscopy and biopsy within 2weeks fantastic service lovely dr Friendly and kind service Friendly and not in a rush also efficient Sharon is always good Debbie the nurse was very pleasant, helpful and friendly The doctor told me everything I needed to know Helpful & friendly advice givenVery thorough and helpful Knowledgeable, efficient and friendlyVery professional and friendly service Excellent service Punctual, friendly , respectful , informative My appointment was on time. The nurse was very nice and welcoming and put me at ease and gave me allfurther information I needed. Seen to on time and treated with respect everything was explained to meFriendly, professional, understanding and caring. Appointment on time.Debra was rxcellentDebra was excrllentI was involved in a thorough medical questionaire with the matron |
| Great service when I get to speak or visit but I’m not keen on the constant move to online My doctor was nice.Seen promptly, given advice and helpSometimes very helpful others not so goodI appreciate it was not surgery fault but 19 days to return X-ray by ICU unit when patient is in pain is not good Once I got an appointment then all was OK.The receptionists are very helpful.The service is good IF you can get in.  Everything was explained clearlyBecause overall it was on time and very helpful  |
| Thank you to all our patients who have provided positive feedback and continued support 😊**NEGATIVE:**Ŵàiting too long for àppòitmemtIt’s so hard to get an appointment at the surgery when you actually need one most of the time I ring at 8am and normally 3 mins later all the appointments have gone 🙁Receptionist has no people skillsAlways have a problem getting appointments make The dr didn’t listen to me or my advocate at all. We was there for one issue & the dr was going on about something totally different that wasn’t an issue. The appointment was a waste of space because he refused to listen to me & therefore nothing was done. Not only that but he decided to say to me who has some very severe eating disorders, ‘with all your meds you no longer need to eat food’. Which has then put it in my head that it’s ok for me not to eat because a dr has told me so. So over all I’m extremely unhappy about this appointment & the dr. But if I’m being honest, there isn’t one drs that’s there because they care. Not one dr in this surgery actually listens to you or wants to deal with you. The only thing in their mind is to get you in & out & they can then say they have done your job. This isn’t my opinion from just this one appointment, this is my experience of the course of 18months at least. I will always recommend for people not register with this GP surgery, because nothing is ever done, drs don’t listen, & you are never taken seriously. Because nothing is explained and you are giving medication to try for example 1 month then told to come back to speak to a doctor, but there are never any appointments available! It's like ever decreasing circles. Nothing happens, you never get to the bottom of your health issues, just fobbed off with the cheapest medication to try.Dr Didn’t listen again leaving a vulnerable person in more distressIt 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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