**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 appointment  FCP seen quickly and professionally didn’t have to wait long for appointment, always received an excellent  service at the practice  excellent care given  excellent service and very thorough, very satisfied  Dr 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 staff  Friendly , professional, compassionate on time, nothing could have been done better  Thorough examination and explanation of the issue and given exercises to help ease the oain  My last appointment was very good. Doctor was most pleasant, very thorough and helpful, prescribing  accordingly. Thank you  Efficient service and the doctors gave plenty of time and listened  Friendly,efficient,helpful and on time.  Excellent service. Courteous, professional staff. Seen on timef  All 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 them  Dr Clark gave me his full attention during the appointment and listened  GP was amazing whilst dealing with my daughter’s mental health crisis. She said all the right things and acted  with 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 son  Very 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 durgery  Good friendly service  On time and kind nurse  Caring attitude and very efficient.  On time, efficient, pleasant polite service.  Efficient and helpful  Pleasant polite thorough knowledgeable staff  Everyone 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 me  Listened to and was given thoughtful advice  Because 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 information  about 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 understanding  Doctor 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 months  Always polite and respectful i  Very 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 to  The doctor was clear and helpful  Dr 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 to  The service was quick and efficient.  Prompt and continuous advice ongoing.  Helpful  Dr Murphy was really helpful so kind  Had blood test and Sharon the nurse was very good  friendly and prompt  Was treated kindly & professionally  Dr Ali and the reception staff always go above and beyond  Always lovely, listen and can’t recommend enough  Debra 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 true  Friendly 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 friendly  See. 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 wait  Everyone 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 ongoing  On 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 appointment  Glynis 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 time  Attentive 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 friendly  Dawn was very professional , informative.  Doctor explained things very well to me. Following up with a blood test.  Friendly, professional.  Prompt service  Professional, helpful, friendly  Lovely 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 appointments  Good service  I 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 given  Very thorough and helpful  Knowledgeable, efficient and friendly  Very 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 all  further information I needed.  Seen to on time and treated with respect everything was explained to me  Friendly, professional, understanding and caring. Appointment on time.  Debra was rxcellent  Debra was excrllent  I 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 help  Sometimes very helpful others not so good  I 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 clearly  Because 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 àppòitmemt  It’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 skills  Always 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 distress  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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