**LEESBROOK SURGERY**

**RESULTS OF FRIENDS AND FAMILY TEST MAY 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 194 responses received back in May 2024.

We asked our patient’s.

Overall, how was your experience of our service?

Number of responses Comments

Excellent 55  YES

Very Good 117 YES

Good 17 YES

Poor 2 YES

Don’t know 3 NO

Below are some of the comments that we received:

**POSITIVE:**

The friendliest GPs and receptionist in the world! Always happy to help.

Very professional in her deliberation and skills

Saw Dr Riany Friendly very efficient covered all aspects thoroughly listened, lovely manner

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| I felt very comfortable and relaxed and was impressed with the Doctors consultation |
| Friendly, helpful, knowledgeable practitioner. |
| Efficient and good service |
| always delt with efficiently when having an app.with Sharon. |
| Appointment on time, nurse very friendly |
| Always great service at Leesbrook, pleasant, helpful |
| All good |
| The nurses Sharon and Dawn were both very pleasant and good to deal with |
| Looked after very well |
| Excellent advice and understanding from Dr Clark |
| Just brilliant staff and nurses |
| Friendly / seen on time / not rushed |
| Pleasant receptionist and the Physio was very good. He explained the problem with pain and gave me  exercises to do. |
| Everything about the Practice has improved and the reception staff are especially polite, accommodating,  professional and above all kind and human |
| Good service on time |
| I was able to check in and see the nurse earlier than my appointment. As always the nurse was professional,  friendly and supportive. Thank you. |
| Very efficient and friendly |
| I was listened to by the doctor and although things aren’t happening as fast as I would like “nobody’s fault”  finally moving forward albeit slowly |
| Dr. Clarke is extremely patient with me, listens and gives me time. I feel very comfortable and not rushed.  Grateful to have continuity and not have to repeat my situation with every appointment. I have every confidence  in his understanding treatment and advice |
| On time nice good staff . |
| Extremely thorough, amazing staff, amazing Doctors. Thank you Leesbrook Surgery |
| This is absolutely brilliant surgery the receptionists physio nurses doctors and all the staff |
| As always, very professional, helpful with excellent advice. |
| I have always received first class service at the surgery |
| Very pleasant and informative and thorough |
| Dawn the nurse was brilliant trying to find out about my asthma |
| Gp had plenty of time with me excellent service |
| Because it was. |
| Nurse Sharon was polite as always |
| Prompt, polite, efficient |
| Thorough,professional and friendly nurse who makes you feel comfortable and is very informative |
| Dr listened and discussed treatment understandably |
| The service provided is outstanding, whether dealing with reception or the various levels of clinical staff. |
| Was seen early. Staff polite. Treated with courtesy and respect. |
| Very professional |
| Efficient, on time. |
| Keeps me informed on my tests etc and is always very supportive |
| First class service |
| That is my opinion of Dr. Asrani |
| Because I am always looked after so well. |
| Being able to have minor surgery at my local practice |
| Dr Afzal is fantastic. She has really helped me during a mental health crisis. Promised me a phone call and  didn’t let me down. Thank-you |
| Seen with friendly and prompt appointment |
| Always have really good service by the doctors and staff |
| Very caring and professional |
| Saw a physiotherapist in a short wait time, all my questions were answered |
| I was made to feel relaxed and welcome by a very pleasant and attentive nurse. |
| The doctor I saw was very good. I have seen him twice now and he is always helpful and explains everything  so you can understand |
| Thats always been my experience at your services. |
| Very understanding, clear explanations |
| I gained a lot of information which helped me to understand my problems |
| Sharon carried out my blood test yesterday and it was done very competently as always. She also checked  my blood pressure. |
| Receptionist and Doctor very instructive |
| Like the continuity of seeing same person, Sharon. |
| Caring & professional |
| Thorough and efficient |
| Appointment available same day, staff friendly |
| Seen on time by very pleasant member of team |
| Dr Clark was very thorough and efficient |
| Friendly staff and my needs accommodated |
| Appointment on time. Dr. Explained everything very well |
| Had plenty if time for me and gave lots of advice |
| I was seen on time |
| Receptionist and Dr Ali very helpful |
| Usual efficient service |
| Everything worked and efficient |
| Very helpful, friendly and professional appointment for my blood pressure check. |
| The doctor I saw was wonderful. Very supportive. On time..Great! |
| I had a longer wait but as I am retired I didn't mind this |
| Because it was very good! Efficient and staff very friendly |
| Very efficient nurse, not rushed on health checks. |
| The doctor I seen was very good and polite |
| I was treated very kindly with compassion and understanding. |
| Sharon is the best nurse I have ever had the pleasure of caring for me, so professional and extremely caring  and kind. |
| I was seen on time and the Nurse was very nice and answered my questions very reasuringly. |
| The doctor was very helpful and answered all my questions |
| Because the nurse that did my appointment was very nice , Thorough and helpful |
| Sharon was very good , listen to me and followed up with a request for me to take BP readings for a week. |
| Easy booking the appointment and doctor was very good |
| Mr Murray was very patient, understanding and helpful. |
| Was seen straight away |
| Was seen on time |
| Seen on time and was given close attention |
| My appointment was on time treated well |
| Good service |
| The GP was on time and we received excellent service from him |
| Lovely mannered receptionist caring and helpful plus Sharon 5he health assistant also..very efficient ..professional  and listens |
| Saw Sharon the nurse she's excellent |
| Pleasant and helpful |
| The doctor I saw was very good showed care & kindness & sorted everything out for me |
| Both doctors were pleasant and considerate and listened |
| On time and great care |
| Fantastic staff who explained everything |
| The lovely Doctor who i saw was brilliant |
| Dawn made me very comfortable . She was empathetic ad well as professional. |
| I was able to get appointment the same day |
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| Got an appointment on the day I rang and was seen by a registrar and a supervisor. Very reassuring. |
| Receptionists always helpful Dr Murphy very nice and listened |
| Professional but friendly staff |
| Caring, considerate and helpful staff. |
| Information given was helpful |
| Caring .. patient. Listen..professional. Sharon was the person who did my apprenticeship etc and she was so  lovely and efficient plus the reception lady was also very helpful and lovely |
| Quick check in using screen |
| I was listened to . |
| Sharon always efficient, knowledgeable and helpful |
| Because that’s what it seemed to be |
| Staff are friendly and polite. |
| On time appointment and friendly |
| On time appointment, efficient despite a busy practice |
| Seen on time helpful staff |
| Very friendly and professional |
| Karen was polite, friendly and considerate |
| Very friendly and on time |
| Excellent caring manner |
| Treatment very good |
| Quick and efficient |
| I think that the Leesbrook staff are very kind and helpful and polite. |
| Debbie, the Nurse, went out of her way to ensure that my concerns were addressed including getting me  access to the GP |
| Efficient booking appointment easy check in slight delay |
| Welcoming staff, pleasant waiting room. Treated with compassion and professionalism. |
| Thorough diagnosis and response given |
| The nurse gave good advice |
| Efficient comfortable professional people |
| The doctor put my mind at rest |
| I was satisfied with my visit to see the nurse nothing |
| My medical issue got resolved and the doctor took the time to explain issue |
| Because of the treatment i received |
| Quick and efficient |
| Had all the information ready to hand for the appointment |
| Friendly and on time app |
| Prompt appointments, excellent consultation |
| Sharon is great |
| All went as well as usual. |
| Excellent treatment and solutions by all members of staff |
| Dealt with in a polite and courteous manner and satisfied with results |
| The nurse I saw was polite, friendly and dealt with me quickly and professionally |
| Knowledgeable, pleasant And helpful |
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| Appointment was on time. Staff welcoming & made me feel relaxed about having my vaccination. |
| Debbie diabetic nurse |
| It worked fine |
| Very very efficient |
| Because he expected everything to me |
| Appointment on time, friendly staff. |
| Efficient |
| I received excellent care and support and had a medication change which has had a positive effect on my health |
| Staff have been great with me and my issues |
| On time friendly staff and always does what is advised |
| Thorough |
| I was seen on time and Sharon was very helpful |
| They were running late but I had been informed of this when I checked in. (Only 2minutes). Debra was very  helpful and sorted out my requirements. |
| Michael |
| Arrived at the surgery and was seen on time. |
| Appointment on time Doctor friendly and helpful.receptionist helpful and pleasant. Good service |
| Appointment was on time, nurse ensured clarity and sorted next steps |
| Was friendly, thorough and explained what she would do with the results of my annual check up. |
| Appointment made easily this time and condition diagnosis and explanation was understandable |
| The doctor listened to my concerns and took time with me. I did not feel rushed. |
| Appointment on time |
| Consultation was excellent but we had to wait a long time for a face-to-face GP appointment. |
| Quick and friendly |
| The nurses are superb |
| Nurse's and nurse practioner excellent as are the Doctors when you can get to see one |
| Fair appointment |
| Appointment went ok |
| Appt on time. Helpful advice. Treated with respect. |
| Administration of personal details |
| Seen Dr Clark, what an amazing caring, understanding, patient GP he is, never rushes you and listens to what  you say |
| Thank you to all our patients who have provided positive feedback and continued support 😊  **NEGATIVE:**  Occasionally my methotrexate on repeat prescription has been missed  No message on screen to tell me upstairs and I had a pram  Appointments run late  As i waited over 20 mins  Because some Dr's I have seen clearly do bot read my notes, ignore what I'm saying and don't do the follow up  they promise  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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