

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: June 2024

Total Responses: 225

Questionnaire

Friends and family test

Thinking about your GP practice *

Overall, how was your experience of our service?

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

Please can you tell us why you gave your answer?

Please tell us about anything that we could have done better

Privacy *

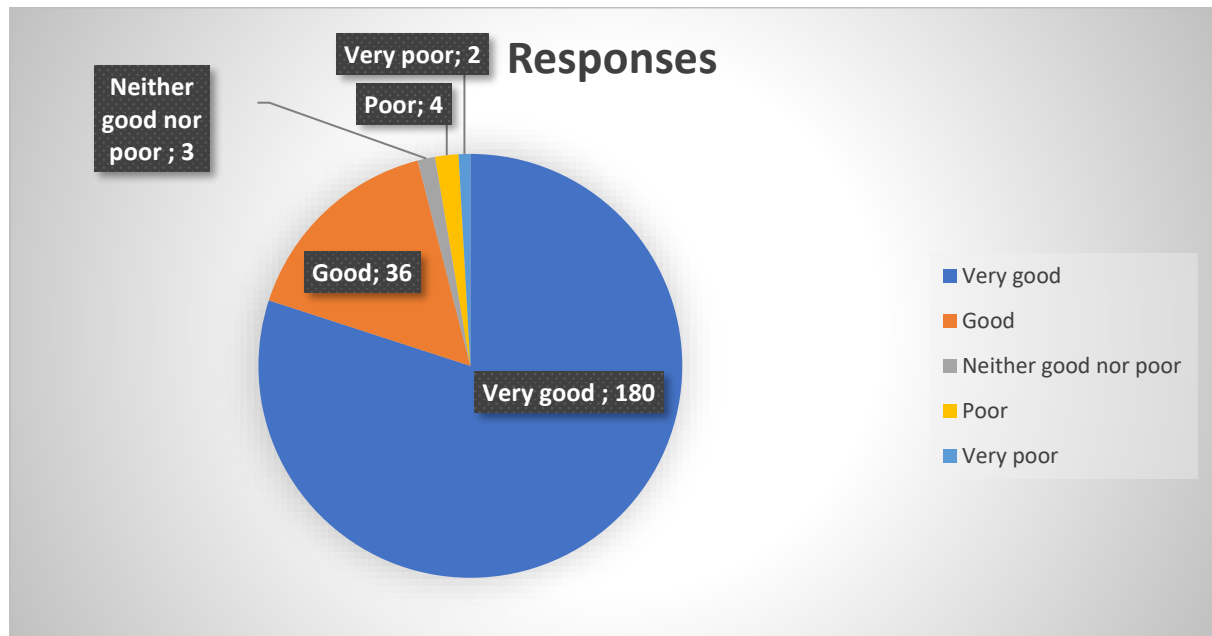
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **Yes this can be made public (it will always be anonymous)**
- ☐ Please keep this private

Please note that no medical information or questions will be responded to. The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Submit

Thinking about your GP practice
Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	180	80%
Good	36	16%
Neither good nor poor	3	1%
Poor	4	2%
Very poor	2	1%

Please can you tell us why you gave your answer?

Very good

1. It was very quick.
2. Appointments on a Sunday was seen straight away, amazing!
3. Dr was very precise in his diagnosis.
4. I never have any problems.
5. I was offered appointment within 2 days and Surgery was open on a Saturday.
6. Very prompt and help off with NHS details for app.
7. Comforting, professional, and friendly nurse who dealt with me.
8. I got a suitable appointment time and was able to get all my questions answered:
9. After putting a new request on ask my GP I was thrilled to get an appointment straight away.
10. Didn't have to wait too long to get an appointment and no delays at the surgery.
11. Always efficient and professional
12. Really quick and really nice manner and discussed issue clearly.
13. Yes as always very professional and a quick response, and very helpful with my request for a doctor's appointment as soon as possible, was asked to go directly to the hospital by my doctor.
14. Quick appointment helpful doctor
15. Courteous, competent and on time.
16. Very polite staff and Dr seemed to genuinely care.
17. Dr was very helpful and knew exactly what was wrong with me. Had a long wait but was he was very friendly and thorough!
18. Very helpful and friendly staff. Very efficient.
19. Drs are trustworthy, I have confidence in all aspects of the surgery.
20. Dr is always very good at quickly resolving my queries and is very knowledgeable and personable.
21. Everything very clear and easy.
22. Polite, very informative and reassuring during my smear appointment.
23. Staff very friendly and very helpful and knowledgeable
24. Doctor was very nice and professional and told me was wrong with me, and explained what I had to do to rectify it.
25. The doctor was pleasant, helpful, and not aloof or dictatorial.
26. I got seen by a GP on the same day.
27. Was offered an appointment when I wanted it and was on time.
28. I came in five minutes early and got seen to straight away.
29. GP answered all my questions, got my appointment very quickly, very professional.
30. Easy to book, friendly and efficient.
31. It was.
32. Nurse was very thorough when dealing with me.
33. I received a quick response and saw the GP that day.
34. Friendly staff & appts on time. Thank you.
35. Nurse was fantastic.



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36. Staff helpful and doctors thorough.
37. Friendly staff who actually took the time to talk to you and explain what they were doing and why.
38. Seen on time and nurse listened and offered advice on problems.
39. Very understanding of my problem
40. Very nice caring young doctor that made me feel at ease.
41. Very thorough with the diagnosis and a really friendly and nice nature
42. Because I was very happy with everything
43. The appointment was quick.
44. Doctor was very caring and thorough.
45. Quick response to Ask My GP, very friendly, helpful, reassuring doctor.
46. Because I phoned and same day I was booked to go see the Dr. Something that was not done all along, doctors could be seen(booked) after many days, yet the patient is in pain. So, waiting for many days was a disaster for many.
47. Very quick from start to finish, made me feel at ease, very thorough on what was being done and when I could expect further results.
48. Once I saw the doctor the service was excellent
49. No waiting to see the nurse ... went straight in.
50. Excellent aptitude towards my concerns and helpful with regards to rearranging appointment.
51. the nurse, was pleasant & professional. She showed interest in my well-being and home circumstances as well as my health.
52. My recent appointment was with nurse for my annual diabetes check-up. I find her very informative and helpful.
53. Very polite and prompt
54. Non-stressful
55. Very professional
56. Easy to book in Wait time was OK.
57. Doctor listened to what I said but he was not stuffy or condescending. Explained my complaint and treatment.
58. Nurse was lovely.
59. Responses are always timely. Dr was excellent when dealing with my 5-year-old daughter who was apprehensive.
60. Helpful staff & appt on time.
61. Felt that the doctor listened to me about passed problems and what I'm experiencing now.
62. Nurse explained what she was doing lovely manner.
63. The nurse that I saw was lovely and made time to check on thing that I wasn't sure on
64. Excellent staff, good communications, and explanations.
65. She was very good listener.
66. The nurse was lovely and very careful with me.
67. I was in and out in no time after having my bloods taken and everyone was very pleasant.
68. I can always get an appointment and the Doctors are very good.
69. Very helpful at explaining things.
70. The doctor gave me a chest sounding and said nothing was apparent, she prescribed a course of antibiotics and said if needed I to follow up, just contact the surgery.
71. Appointment went very well. Had a query and rang the surgery, receptionist answered and was very helpful, She was very professional and a credit to your surgery.



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72. Nurse was very friendly and helpful.
73. Dr is a fantastic GP. He genuinely listens and cares and I feel fully supported by him. He is consistent and concise, very professional and a credit to the surgery.
74. Prompt appointment
75. Really great service
76. Super-Fast service
77. Organised
78. In and out in about 2-3 minutes. Excellent
79. Little waiting. Pleasant staff. Good advice.
80. Staff always try and fulfil your requests even at short notice.
81. Dr was friendly, caring and understanding.
82. Lovely friendly staff
83. Very nice and helpful doctor.
84. The receptionist and all the doctors are very, very patient. And understanding regarding my issues. I feel very comfortable explaining my anxiety levels with either receptionist. Or the doctors
85. I was very happy with the service I received.
86. Staff were knowledgeable fully explained timeline for seeing a doctor. Everything ran smoothly. Dr was extremely helpful who put me at ease.
87. Managed to get an appointment quickly & had a good rapport with the Lady Dr. who took time to listen to me.
88. Excellent Doctor and great service
89. I was seen punctually and pleasantly, and my review was not rushed and any questions I had were answered.
90. check in was easy, and clear where I should wait, depending on the clinician I'm seeing. the clinician I saw was lovely as well, making the experience very smooth and pleasant.
91. Very good service all went smoothly excellent.
92. Appointment made by practice staff promptly following my babies discharge from hospital. Thorough assessment by GP and onward referral. Management plan explained to me, and concerns addressed.
93. The Dr was very pleasant and listened to my concerns and gave me some very good advice.
94. From receptions to Dr consultation excellent and professional
95. Nurses always polite, happy smile and makes you feel as ease straight away.
96. I always find the staff very helpful and polite.
97. Making sure I see the same doctor as she knows my problems.
98. No waiting and very pleasant nurse
99. Seen on time// All medical issues dealt with
100. Quick response and same day appointment
101. Dr is considerate and sympathetic and explains everything.
102. The nurse was very informative and put me at ease. She explained so I could understand what was happening.
103. Doctor was excellent.
104. Doctor advised that the appointment could have been done over the phone, but everything was on time and like the weekend appointments.
105. Pleasant staff. On time.
106. Appointment on time, Dr was excellent & listened intently before giving the diagnosis for my condition. 1st class many thanks.



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107. Saw Doctor on time.
108. Always polite and I never waited to long for a response.
109. Great service
110. Quick response and quick appointment arranged.
111. Got an appointment that suited me. With my preferred nurse.
112. The staff were very helpful and when needed, was able to get a face-to-face appointment quickly. Also very pleased the surgery offers blood tests every Saturday so shortened waiting time.
113. Friendly efficient service. Good advice given by nurse.
114. Because Nurse was absolutely brilliant and very helpful with my test
115. Wasn't kept waiting. Very friendly and explained everything.
116. The communication was good, and I found Dr very professional and made me feel at ease, thank you.
117. From my initial telephone call late on Thurs afternoon I was able to have a consultation with a Doctor on Friday afternoon. I found that exceptionally pleasing as a response. Flixton Road Medical Centre never seems to let me down!
118. Helpful and friendly
119. The doctor is so lovely and kind.
120. No waiting. Friendly nurse
121. Always get an appointment for the children on the same day. The app is great, and I always get a response. Compared to other people who are at other GPs in the area, I never have any issues.
122. Didn't have to wait very long before I got seen.
123. Efficient, pleasant and under 5 minutes wait
124. Easy to book appointment and surprisingly soon (nurse appt)
125. Appointment on time, Dr listened and referred very quickly.
126. Appointment on time as always. Nurse is a real asset to the surgery.
127. Very knowledgeable and has a personal manner both welcoming and respectful.
Nurse is a great asset to your Centre.
128. Very satisfied. My first visit and Doctor was so nice. Reception too.
129. I saw the diabetes nurse she was very caring and understanding.
130. Very good I was listening to. I'm well informed regarding My illness.
131. Nurse is a very caring nurse she listened to me and put me at ease.
132. Efficient and friendly service.
133. On time and efficient
134. Doctor was very attentive and listened to problems.
135. Feel listened to regarding my ailments.
136. A very professional, efficient, and caring service has been provided in a very timely manner.
137. Dr. is very helpful; doesn't rush you off explains everything. Very polite. A credit to the surgery.
138. all doctors and staff are brilliant.
139. all doctors and staff are brilliant.
140. Good advice and friendly conversation. Online report excellent but maybe delay until yesterday's blood test results come through for up to date information.
141. Very good service and diagnosis from GP
142. Excellent service has been provided as always. Thank you.



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143. Excellent and thorough service from GP, made me feel at ease and he actually cared about my problems.
144. Asthma nurse is very caring and efficient. She did everything she could do for me.
145. The service provided is very professional and caring.
146. Exceptional service at this practice
147. A friendly practice but very professional, all the staff are lovely, the doctors listen to your concerns and proceed with care.
148. Doctor arranged a CT scan right away at Trafford General to put our minds at ease good job.
149. Was able to easily make an appointment (non-urgent) via app that was convenient to me. Was seen by GP in time.
150. very quick to reply with appointment.
151. Very quick appointment, friendly consultation, and hopefully positive outcome.
152. The receptionist was very helpful and fully explained the process. I received an appointment with the Dr. Dr put me at ease which made it easier to explain how I was feeling. Thank you to all concerned.
153. Doctor was professional and a gentleman, giving reasoning for his answers that was understandable and appreciated.
154. My appointment was very quickly organised after my request and I was pleased with the results of my appointment with the Dr.
155. I requested an appointment because I had a very bad sore throat and hadn't been able to eat, drink or sleep for 3 days. Within 2 hrs I was offered an appointment which I accepted. However, the Dr was running 18 mins late which meant my symptoms were heightened which led to me being sick then fainting. An ambulance was called, and I was taken to hospital

Good

1. Appointment booked easily, seen on time, nurse had good knowledge of my history.
2. Help at reception and the Doctor willing to listen and advise.
3. The appointment was cancelled by the practice owing to new guidelines but they let me know in plenty of time so there was no problem.
4. GP listened to my concerns, and we agreed to increase the dosage for one med. And a recommended cream for the facial wart. Also, a follow up in 6-weeks.
5. I wasn't sure how to check in and the woman on the desk completely ignored me. She could have pointed out that I needed to use the tablet at the entrance - that I had missed instead of ignoring me. Otherwise, everything was great. On time and everything was explained to me.
6. Once I got to see the doctor it was great it was just all the questions from the receptionist and her telling me about my previous visits and what I could do and not do
7. Covering Doctor was very helpful.
8. Very polite and all my questions were answered by the nurse and the receptionist.
9. Waited a while for appointment.
10. Got into see a doctor straight away.
11. Appointment on time & very pleasant nurse.
12. Saw nurse felt well looked after thanking you.
13. Appointment on time and sorted out the problem.
14. Appointment on time and sorted out the problem.
15. The Doctor was on time and very thorough.
16. I did have to wait 1/2 hour for my appointment, while being masked up, so was very uncomfortable.
17. The doctor was lovely and made me feel really comfortable.
18. Doctor was excellent. Getting appointments and test results back was of a very poor standard. But I guess this is down to the NHS BEING IN SUCH A MESS.
19. Because it was good.
20. Same day appointment, which was great it when we arrived, we had to wait for 35 minutes with a crying baby which wasn't ideal but service always good once you get to see doctor or nurse
21. No issues and didn't have to wait long nurse was lovely and took my blood.
22. Seen on time and Dr was understanding, listened and professional.
23. Would like to see a regular GP but not an issue at the moment as I am not seriously ill.
24. Not had any issues that haven't been dealt with. Reception staff are more helpful and friendly these days.
25. Arrived 5 minutes before my appointment to see the nurse receptionist very good on my arrival told me where to go nurse was actually waiting really good.
26. I was offered an appointment quite quickly to see the doctor due to concerns about my recent physical health. I was also given a Weekend appointment which was helpful due to my hours of work.
27. It was ok but the outcome is yet to be determined.

Neither good nor poor

1. Was supposed to have bloods taken & 2nd Shingles vaccine but too early for shingles so had to book another appointment 😞
2. I was late and it was cancelled. Didn't have an appointment for all my health care need. Was an appointment with a support worker as my initial appointment after being diagnosed with diabetes.

Poor

1. Dr doesn't seem interested in patients' problems. there's never any feedback, and they just pass the buck!
2. I have an appointment, but I had to shout loudly that I needed to make an urgent call, I have to say the GP was very good and realised I needed some urgent help.
3. I spoke to a doctor about my tablets and all they said was take double the dose to see if that is any different
4. I felt the GP was rude, spoke in a patronising way and feel incredibly upset by the experience.

Very Poor

1. When I have a face-to-face appointment and can't even touch you and after explaining my symptoms turns round and said I don't have a clue and ask for my repeat prescription be sent to the pharmacy gets that all wrong.
2. My appointment felt very rushed, and I didn't feel important I was made to feel the nurse/doctor wanted me in out and gone and because of that I forgot to ask some important questions due to that I now have to make another appointment to come back