

**Flixton Road Medical Centre**  
**Friends and Family Test Feedback Report**

**Month: May 2024**

**Total Responses: 264**

**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 \***

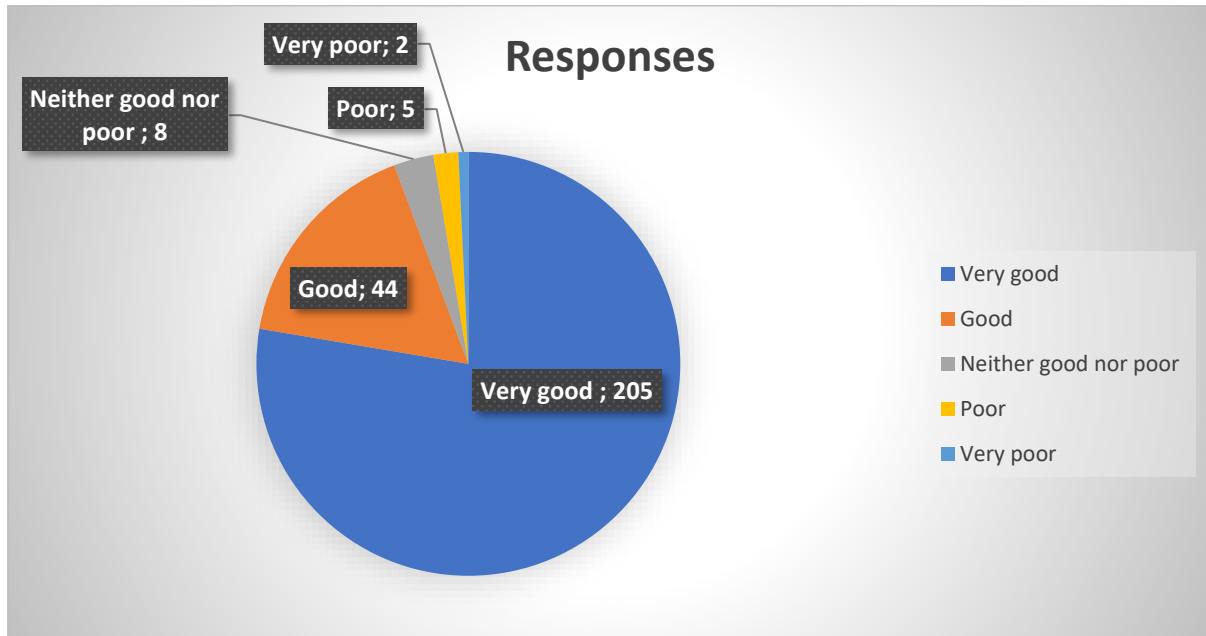
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **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	205	78%
Good	44	17%
Neither good nor poor	8	3%
Poor	5	2%
Very poor	2	1%

**Please can you tell us why you gave your answer?**

**Very good**

1. No issues at all
2. Practice nurse very attentive. Made me feel at ease and relaxed as I get anxious for smears.
3. My recent appointments at Flixton Road M.C. have been everything I could wish for. Relevant, and resulting in effective action.
4. The Doctor listened to me and took appropriate steps to help solve my problem.
5. All queries were answered. Very professional from the doctor and very reassuring.
6. The receptionist rang the next day appointment, and she was very professional. The doctor was very professional and greeted me with a smile which instantly made me feel better. Amazing doctor hope she does really well she even greeted my grandchild who was with me. Explained very well too. Thank you doctor.
7. Job done.
8. Service was excellent I cannot fault it.
9. Dr listened and felt needs addressed.
10. Fast, efficient, and thorough. Thanks so much.
11. Very quick response for answer to my problem. Cannot praise enough the GP I saw for professionalism in explaining everything and putting my mind at rest.
12. Appointment made easily and on time. Very efficient service and friendly staff.
13. My appointment was on time, I was not rushed and given enough time to explain my problem. Dr is fantastic & caring Dr.
14. I was seen quickly. The reception staff were very friendly and were helpful to patients waiting whom required assistance. Doctor was reassuring, friendly and professional.
15. Prompt response to my request for an appointment
16. Very thorough and explained well.
17. It was nice to see HCA. For are injection
18. I have had no problems contacting you & have always had an appointment or phone call.
19. Seen on time, doctor asked to see me again in June and arranged my next appointment, which I have just received.
20. The doctor took time to listen no rushing lovely doctor.
21. Dr is very approachable and listens. Did not have to wait very long to be seen.
22. Very efficient service with a smile and on time.
23. All ok
24. Excellent service as always and the Doctor was brilliant. Thanks to all the Flixton Road practice.
25. Excellent professional and knowledgeable staff
26. Excellent service
27. Appointment given to see a GP the same day. Very thorough doctor. Service excellent as always
28. Satisfied with response for appointment/follow up with Nurse.
29. From the receptionist to the people working behind the scenes (PM/ OM) CLINICIANS  
EXTREMELY PROFESSIONAL AND KIND.



**Flixton Road  
Medical Centre**

30. Great patient to staff interactions starts at reception leads right the way through the MC staff.
31. The staff are very helpful and always very polite they make feel comfortable doctors are all very helpful and listen to what you have to say.
32. The doctor was so kind and helpful.
33. Didn't wait long to get an appointment and once attended the appointment commenced on time.
34. Dr seemed to really understand my problems with COPD and having a negative x-ray was reassuring as well as future proposals.
35. I was seen to on time, and all went well.
36. Because it's true
37. Appointment offered v. quickly. GP diagnosed problem/suggested course of action.
38. Seen straight away.
39. I had an informative and supportive appt where I was listened to and was reassured on the next stage.
40. Got to see doctor quite quickly.
41. Asked for an appointment with Dr, online. He rang me and arranged an appointment.
42. Quick efficient informative
43. Excellent care from nurse.
44. Amazing service. GP was extremely caring and professional. Thank you.
45. Appointment on time. Nurse took my bloods very well altogether good appointment.
46. Managed to get an appointment and see a doctor.
47. Appointment was on time, and I was dealt with effectively.
48. As above
49. The doctor was very attentive and understanding.
50. Fast efficient friendly service
51. Dr was an absolute GEM. She was very precise in the diagnosis. And the rest of the staff were excellent in giving me my appointment.
52. Dr telephoned me on Sunday morning and arranged for me to meet him at the surgery at 1150 hrs, he explained what the problem was and surgically dealt with it in a professional efficient manner.
53. Dr talked me through my problem and explained clearly how I should take medication and for what period before arranging a review.
54. Dr was very understandable and compassionate as well as knowledgeable. She did not rush the consultation as she needed to ensure she did an examination as well as ask me all the relevant questions. Receptionist was busy with patients but dealt swiftly and efficiently under difficult circumstances where there was a queue of patients waiting while she patiently explained something to a patient.
55. The Asthma Nurse was excellent, very knowledgeable and very helpful. Making the appointment was very easy.
56. Booking online was easy. The nurse was so warm and friendly, put me completely at ease and kept me chatting to keep me relaxed. She explained everything thoroughly and offered a follow up call with more information. I was very nervous, but she made the whole thing easy and stress free.
57. Doctor listened and was informative with her advice.
58. You gave an immediate callback and appointment to me regarding my health concern. I much appreciated that.



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59. The nurse is excellent. Very friendly. Very professional
60. I'm Always listened to; it is easy to access help when I need it and the service is very friendly.
61. Was given an appointment quite quick, diagnosed and medication prescribed.
62. Staff and friendly, patient, and informative
63. All the staff I spoke to are very friendly and efficient.
64. Very efficient and helpful.
65. Friendly and quick
66. Efficient informative and open at the weekend. Weekend opening is an incredible move in the right direction.
67. Sunday appointment, good doctor
68. Appointment time was relatively fast from time of request. The staff were all very helpful and friendly. The Doctor was professional, knowledgeable, and friendly. A prime example of what a medical professional should be.
69. Quick response, appointment on time, attentive GP.
70. I managed to get a same day appointment and was looked after excellently.
71. He is a very good doctor and want him to stay.
72. AMGP response very quick and seen by GP F2F same day.
73. Was seen at appointment time everything explained in simple terms.
74. It's always brilliant. Easily seen. Everything's straightforward.
75. The nurse I saw was extremely friendly and professional very happy. Sorry I have forgotten her name, but she had dark hair.
76. Great service blood tests only took a day from the and happy to get the prompt feedback on my state of health quickly.
77. From the receptionist to the people working behind the scenes (PM OM) CLINICIANS  
EXTREMELY PROFESSIONAL AND KIND
78. Easy check in and quick process
79. Wonderful in every way! Staff are amazing and service very efficient.
80. I was seen in a timely, professional way. Concerns treated sympathetically and a course of action decided upon.
81. Staff helpful and friendly. For someone who doesn't like injections the nurse made it a good experience.
82. Dr made me very welcome, and she was very helpful. I felt so much better when she explained about my recovery.
83. Everyone is very friendly, and service is efficient.
84. No waiting... appointment on time.
85. Given an appointment within 24 hrs. Seen by GP earlier than appointed time - v. efficiently.
86. Only for an injection, but the nurse was excellent and did some explanations and all was good.
87. Doctors & staff very efficient and helpful
88. Appointment on time. Friendly welcome by the practise nurse on duty who was pleased to answer all my questions and queries.
89. Dr spent time researching the proposed treatment. Invited me to a f2f where he explained in full the medication and usage. Dr asked me to keep in touch with the surgery in the event of any adverse reaction. I am clear in terms of reordering future prescriptions.
90. Face to face with Dr who resolved my problems in efficient & courteous manner inc. a visit to specialist to sort one issue.
91. The nurse is always very welcoming and personable.



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92. Very helpful over phone to get app and during app with staff talking through my problems.
93. Quick response and choice of appointments.
94. Always very helpful and understanding.
95. Very fantastic experience with him. He explained everything about the examination and what is the next step we should take. He has good knowledge and expertise.
96. Prompt response
97. The nurse listened and answered everything I asked, couldn't have asked for more.
98. I waited a short time and was listened to a given a thorough examination and explanation of everything.
99. The GP was lovely, informative, thorough, and helpful. Both receptionists I spoke with were kind and helpful.
100. Efficient service and was dealt with promptly and with respect.
101. On time finished appointment, Dr was very focused on my illness.
102. Always find the receptionist helpful and cheerful.
103. My appointment was on time, not rushed and came away knowing that I had been listen to and that I had been given advice and tools to help my health improve.
104. Booking the appointment was easy. I received a quick response and appointment. When I arrived at the surgery I was seen quickly. The doctor was friendly, approachable, and professional.
105. The practice nurse is so nice, she is also very professional and did all the tests quickly.
106. The practice nurse is so nice, she is also very professional and did all the tests quickly.
107. Because at the surgery my appointment was on time and everyone's very friendly
108. I was offered a convenient weekend appointment Dr was excellent, listened to what I had to say, took an interest in my health, and made me feel that he was going to do a full investigation for my condition.
109. Query dealt with respect from doctor.
110. Saw the Dr and very thorough and caring.
111. Best Doctor I've seen.
112. A mistake was made in booking a vaccination. This was remedied in a friendly and efficient manner.
113. Always professional tempered with empathy from the reception PM and back staff to all the clinicians.
114. I saw a lovely male doctor, who really took time to listen and was more than happy to help with referrals for further tests.
115. Logged on to the sign in display and was called in within 5 mins. Lovely nurse gave me my jab and I left. Very efficient.
116. Prompt appointment time
117. The ask my GP system is so efficient and we have always been seen on the day or the day after by friendly and very helpful GPs - we're happy with all aspects of the service.
118. Helpful staff and good Doctors
119. Quick response from my enquiry. Dr was so lovely and thorough and put me at ease.
120. On going treatment for baby with very dry skin condition. Given appointment the same day.
121. Very friendly and reassuring with good sound advice moving forward with my condition.



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122. Everyone who I saw were professional and helpful.
123. The front desk as usual were helpful and of course the doctors always do an amazing job at helping me.
124. My appointment was on time and the Doctor was very pleasant and helpful regarding my medical issue.
125. Prompt appointment time, GP listened and provided clear plan. Thank you.
126. Dr was lovely, listened to me and confirmed she going to request I needed to see a consultant urgently.
127. Very friendly
128. The doctor was very thorough. The appointment started on time.
129. Very pleasant and efficient staff as always.
130. Dr was very attentive and polite, and he sorted my request with no fuss, enough said.
131. Nice staff, to me and other patients, staff were happy to speak to patients as well.
132. Very helpful lady when requesting an appointment. On seeing the doctor, she explained ever to me, leaving me happy with the appointment.
133. Very quick and good service provided.
134. Appointment given asap and nurse was lovely. She apologised for running a bit late.
135. Excellent care and professional staff
136. The Doctor was wonderful with my young child who I brought to be checked.
137. Appointment was made with my choice of gp, was on time, & outcome was satisfactory.
138. Helpful service taking blood tests at surgery & on a Sunday.
139. Nurse friendly, felt genuine, was helpful and supportive.
140. No problem, no waiting, in done and out.
141. Excellent weekend service and efficient
142. Seen nurse Kate, she's always very nice and helpful!!
143. I was seen on time, and the care I had was brilliant.
144. Excellent care from reception to doctor.
145. Detailed information
146. Efficient operation / condition and medication reviewed by empathic and knowledgeable GP. Prescribing and follow ups taken care of without ado.
147. Response within 2 days appointment offered day after
148. Staff were polite and the doctor was thorough with his assessment and advice on potential ongoing treatment.
149. Very nice nurse and no waiting
150. The Call Receptionist Was Very Helpful "!" And An Early Morning Appointment Was Offered Me; For the Same Week ';" With Dr; Who Is Very Nice "!
151. Prompt response and appointment booked.
152. Visit was successful.
153. The doctor spent time listening to my symptoms & addressed them in order putting my mind at ease.
154. on time appointment, clear and concise consultation
155. Dr was very helpful, and she sent information that was very useful to help with my situation.



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156. As usual doctor my GP gave me a good check over to try and diagnose my ongoing medical problems. He is and always has been in all the years I've known him a brilliant GP, as always when I've been to see him, I leave the surgery very upbeat so long may he reign
157. Dr was very easy to talk to and offered good advice. My friend, who accompanied me is a close friend of over 30 years and I completely trust her advice too.
158. No problems all went very well.
159. I was very satisfied the doctor was very helpful and lovely helpful.
160. Quickly sorted an appointment for me.
161. The nurse was very pleasant and nice, good attitude I felt very relaxed.
162. Dr was very professional and had a happy personality.
163. Easy to park up in the car park, appointment was on time, waiting area clean and tidy. Nurse practitioner is so warm and friendly and makes you feel very comfortable. She also remembers lots about you and makes your visit feel really personalised and such an asset to the practice.
164. Had lump. Got appointment within 5 hrs. Lady doctor was excellent. Fortunately for me all ok 😊
165. Fast service, GP was excellent in every way, office staff efficient and polite.
166. The Doctor listened to me and explained my condition very well so I could undesirable what the problem was. He was kind and attentive also.
167. I was seen at the correct appointment time, and the nurse was very kind and professional.
168. Very helpful listened advised Prompt.
169. Flixton Road MC gave a very quick response and set me on a programme that dealt with the problem.
170. I was seen almost straight away and the lady who saw me was very friendly and professional.
171. Seen straight away by a lovely young lady.
172. Very helpful and friendly staff. Thank you for everything.
173. Was seen on time, practice nurse very welcoming, efficient.
174. Got an appointment quickly after explaining my symptoms.
175. Doctor was very polite and helpful.
176. On time nurse was polite and very caring excellent.



**Good**

1. Asked if I wanted a face to face or telephone appointment. One was confirmed within a few days. Saw a doctor who seemed to know what they were doing.
2. Efficient service
3. On time clean and tidy surgery.
4. Fast, no need to wait too long.
5. The gp is so lovely! makes me feel very comfortable.
6. The Doctor followed up on a previous consultation to check all was okay which I appreciated.
7. The doctor I saw yesterday was excellent. I felt listened to and appreciated his understanding.
8. Quick and efficient.
9. I was pleased the dr was able to see me the same morning I was coming in with my husband who was seeing the nurse, very good.
10. The doctor sorted me out with a few things.
11. Staff were friendly and helpful.
12. Staff were friendly and helpful.
13. Contacted next day with appointment.
14. Nurse was excellent and explained everything. Practice clean and tidy
15. Staff very helpful and efficient
16. Receptionist sometimes hard to understand.
17. Had to wait longer than usual to see doctor.
18. Was able to change my appointment time with a couple of days' notice.
19. Not had to wait too long for phone call to be answered.
20. Pleasant staff.
21. Running a little bit late as were other health workers, so the upstairs waiting room area was running out of seats at times— elderly and disabled there. (But the lady doing our vaccinations was extremely pleasant and helpful to both me and my husband).
22. Very pleasantly dealt with
23. Dr explained ENT issues to my daughter, using visual information. This was helpful. Thankyou
24. Dr. is a nice doctor.
25. My appointment was about 20 minutes late and felt the appointment was therefore rushed because it was the end of the day.
26. Blood nurse was great!
27. Quick appointment and great professionalism and manner despite running behind didn't feel they my appointment was rushed.
28. Quick appointment and great professionalism and manner despite running behind didn't feel they my appointment was rushed.
29. The appointment system is getting a lot better.
30. I find it generally a good service.
31. GP helpful about my issue. On time and didn't feel rushed.
32. It is good Dr is brilliant OK very understanding with good advice.
33. Quick to react, efficient. Friendly
34. Had to wait weeks for an appointment but nurse lovely when I went.
35. Would say very good but I'd like to check in with a human being.
36. Not really but I saw the doctor I wanted as we have been with this practice for 53 years, I have always seen one of the doctors.
37. Prompt reply to appointment request, on time, pleasant and professional staff.



38. Good Doctors who know their job.

**Neither good nor poor**

1. I didn't make the appointment.
2. No investigation as to why my toe keeps getting infected all I get is three lots of antibiotics.
3. The girl taking the bloods was too much, she was trying to explain every little thing - the detail of the vein, how it would be to take the blood from there and when not keen on taking bloods it wasn't the best experience. It made me feel really uncomfortable.
4. Just had B12 injection
5. I gave this answer because I was treated with care and compassion.
6. I was left waiting for an hour plus to see gp apparently the patient was critical. So that was fair. But I still have problems.
7. I phoned for an emergency appointment on Monday. I was told I had to go through AskMyGP as there aren't any on the day appointments. I explained I was asthmatic and had finished antibiotics and was advised to phone for a repeat prescription, it took until the following day to get an appointment. Last time I need an appointment I was given one of the same days. I am confused as to why there is a difference and if it depends on who answers the phone. I was then sent a further appointment for two days later. I feel the system is not efficient.

**Poor**

1. Because I was not seen by a Dr, I was informed that the appointment was a home visit to the home. However, no Dr came to see me.
2. Came in with wheezy chest, sore ears and throat, cough with phlegm, snotty nose, headaches and explained this, my temperature was checked, my blood pressure and my ears and that was all. My chest wasn't listened to, and my throat wasn't looked at, I was given a spray for my ear for an ear infection, not antibiotics and was told if I needed anything else to come back and then the Doctor said bye, I was taken aback and didn't really know what to say as I had probably been in the room less than 2 minutes. I have been ill for 11 days now and had to wait 5 days for an appointment and didn't feel like I was seen properly.
3. Still have the issue

**Very Poor**

1. Doctor didn't listen he left everything on the patient he is doctor he should know what is good or wrong for the patient I can Google sorry to say everything.
2. No body has phoned me.