

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

**Month: November 2024**

**Total Responses: 199**

**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 \***

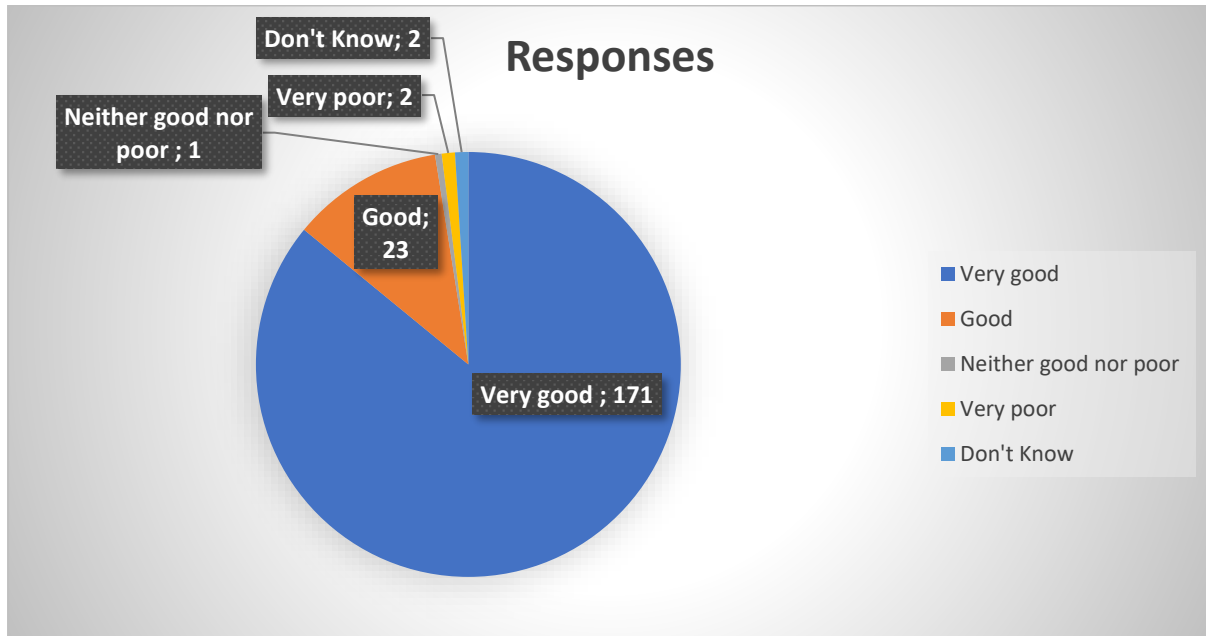
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **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	171	86%
Good	23	12%
Neither good nor poor	1	1%
Very poor	2	1%
Don't Know	2	1%

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

**Very good**

1. It was a very person centre level of care I received.
2. Appointment on time and was dealt with very professionally thanks.
3. The service I received from the nurse was very professional and she sorted out getting my antibiotics I needed for my infection she sorted everything out for me.
4. Saw nurse very nice and approachable.
5. Always pleasant and friendly
6. Prompt response to my queries.
7. quick and efficient
8. The doctor was listening, and he was so helpful.
9. Helpful for everyone
10. The doctor I seen was very polite and helpful. He explained very well what he was going to do.
11. Very informative and had time to explain my issues.
12. Phoned for earlier appointment and it was accommodated no waiting time very efficient seen by practice nurse kind caring.
13. Very polite also I was a little late for appointment was still seen by lovely doctor within few minutes thank you all Happy New Year.
14. On time and very professional
15. Hard to fault very good is ok but excellent is better.
16. Quick and efficient.
17. Nurse did what she needed to do and was friendly.
18. Doctor was so kind and nice. She gave proper time to discuss health issues.
19. You hear so many complaints about GP practices but my experience of Flixton Road practice can't be faulted. I have had a call back as promised and an appointment when appropriate. Dr has been friendly, down to earth, and efficient.
20. Prompt appointment and helpful doctor.
21. Dr dealt with my symptoms very professionally and referred me straight for a vascular scan (which fortunately was clear)
22. All advice given was given so I could understand.
23. "The nurse doing the blood test.
24. Was very helpful and polite".
25. Professional. No waiting.
26. I have no complaints of any department.
27. The treatment was quick and friendly.
28. "Staff on reception friendly & helpful.
29. Usually, no problem getting appointment face to face or on Ask My GP, this compares favourably with other practices. Requests for repeat prescriptions dealt with promptly. Generally, a very good service all round"
30. I got an appointment quickly and on a Saturday morning and Dr was, as always lovely, kind and patient.
31. The doctor I saw was brilliant, listened to all I said, and was very compassionate.



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32. I also want to say that I have received the face-to-face appointment in a very quick time, which I needed, but I understand may not always be possible. Also, reception staff have always been very helpful. Thank you very much.
33. The doctor gave me the extra time that I needed, which isn't always possible, and I don't always expect it or need it. So, tell him a huge thankyou and for being so understanding with me.
34. Was allowed time to discuss my health problems without feeling I was on the clock.
35. Was seen at appointment time by very friendly and understanding doctor.
36. Staff are all very pleasant.
37. Friendly and caring
38. Called for appointment in the morning and was seen by doctor at 6.30 the same.
39. "When making the appointment the receptionist was very helpful.
40. As always doctor explained everything in detail although I was overwhelmed by having my blood pressure done."
41. Staff are helpful and I can always see a doctor.
42. Only waited a couple of minutes before being seen, the doctor was very helpful.
43. Because the nurse explained things to me and wrote down what I had to do as I struggle remembering things. I was thankfully for that.
44. Dr was very good and had a lovely disposition. I would be more than happy to see him each time.
45. I have nothing but praise for Flixton medical centre.
46. I've been seeing he same Dr and I can honestly say she has made me feel so much better and has given me the support I've needed.
47. Excellent care and doctors
48. Nurse very friendly and helpful. Took bloods very efficiently with no pain or blood.
49. She was very understanding to my son as he had difficulty talking with his stutter and he seemed at easy with her.
50. The nurse was polite friendly and very helpful.
51. I really appreciate doctor I saw he listen to me carefully examine me I am really happy I wish all the doctors should be same bless him.
52. Listened and diagnosis explained clearly.
53. Sister is always kind, patient and happy to see us. She is knowledgeable and clearly very experienced. We are so grateful of her care.
54. Efficient and speedy in processes
55. Seen very promptly in a friendly way.
56. Very professional
57. I was seen on time, great that I could have a bloods appointment on a Sunday.
58. Didn't have to wait long to be seen.
59. Doctor was very helpful and reassuring.
60. Very friendly,
61. Quick reply to ask my GP request. Dr gave me plenty of time to explain problem and understanding. Very pleased with diagnosis and treatment
62. The Doctor was very reassuring; spent time explaining the situation and her plan to solve things.
63. Dr. was very nice and helpful.
64. Doctor reassured me, calmly explained my issue to me and then ensured I got swift treatment.



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65. Prompt response to my request and I felt confident that my health issue was being dealt with efficiently.
66. Quick response, dealt with efficiently on site.
67. Dr really took the time to arrange a follow up appointment for my daughter.
68. My appointment was on time, and I was greeted warmly by Dr after I told her my problem, she quickly resolved it thank you 👍 👍
69. "Clinician was thorough and caring and listened to me.
- 70.
71. Booking the appointment was straightforward and there were plenty of options of times and dates".
72. He understands my problem and how he explains.
73. Knowledgeable staff polite and helpful
74. Very. Happy with the way I was treated lovely nurse.
75. I asked for PSA blood test while there and it was done with others. I had other issues which the nurse entered on to ask my GP for me.
76. The doctor was very helpful and patient.
77. Excellent manner. Explained my condition with diagram. Arranged for a check-up for an ongoing health issue.
78. Friendly service putting patients at ease. Good music!
79. Very helpful putting my mind at rest and giving me the right information.
80. We are very happy with doctors and nurses.... they are very good and nice.... they listen very carefully and helpful.
81. Very pleasant GP and thorough
82. "Same day appointment
83. Reception staff very helpful and kind
84. Doctor kind patient and knowledgeable, boosted my confidence".
85. Prompt reply to speak to Dr. Appt made. Seen asap & referral made.
86. Seen within 10mins of appointment time.
87. Great efficient service and the doctor was so helpful and knowledgeable.
88. Friendly nursing staff who take bloods.
89. The nurse was very nice and explained things.
90. I attended for a cervical screening appointment and received excellent care. The clinician (Nurse) was professional, reassuring and took the time to clearly explain the procedure and the process for getting the results in a way that was easy to understand and ensured I got the information I needed.
91. Helpful, reassuring good clear explanations.
92. The nurse I saw explained the procedure and put me at ease.
93. Nurse is so nice kind and professional.
94. Doctor very good and friendly. Listened to my concerns.
95. I found Dr very attentive and empathetic and felt she really listened to me, it felt good to feel heard and understood which isn't always the case. She really evaluated my situation and gave me some options and advice with follow on support too. I would be inclined to asked for the same Dr for all future appts following the positive appt I had with her.
96. I was given a timely appointment. Dr addressed my concerns with interest and understanding and advised me on treatment.
97. Always helpful. I like that most communications are done by SMS.
98. Swift appointment, very quick referral.



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99. I was seen on time and was made completely relaxed.
100. Efficient -helpful and well organised
101. My appointment was fast and efficient.
102. Everything was prepared and almost on time.
103. Got an appointment within a day.
104. "Appointment on time at surgery
105. Professional"
106. "Very quick appointment
107. Lovely reception staff both in person & on the telephone
108. The doctor listened & acted on everything I said".
109. I didn't have to wait long for my appointment, and I felt really listened to and understood during my appointment. I couldn't have asked for a better doctor to attend to my needs.
110. Delivered what was promised with minimal fuss.
111. Dr listened very carefully to my concerns and gave me every confidence that the medications he prescribed would solve my problems. Excellent.
112. Nurse was lovely and very professional.
113. Punctual
114. Quick appointment., doctor listened to me, and very pleased with the everything.
115. Dr is wonderful. He has really helped me with continuous service and appointments to manage my baby's bowel issues and we seem to be making wonderful improvements. He has a great manner with children, and I really rate him.
116. Got an appointment quite quickly and Dr was lovely and reassuring, felt very thorough also.
117. The treatment was carried out as expected.
118. The treatment was carried out as expected.
119. The doctor was just so lovely with my little girl and put my mind at ease straight away about her eyes. He explained everything in a really clear way and was very knowledgeable.
120. Fast, caring, and effective
121. Was seen within the same day of sending the request.
122. Quick response to my request and Dr was excellent.
123. Quick response to my request and Dr was excellent.
124. Nurse is always friendly.
125. Seen straight away, put at ease by the practice nurse.
126. Everyone was very helpful and understanding.
127. Prompt efficient and friendly.
128. You rang me to make the appointment, I was seen on time and the doctor was very nice and listened.
129. Saw nurse and she was spot on as usual did a thorough examination for my diabetes check. Thanks again.
130. Did not have to wait long for an appointment. Doctor was really good. Spent time reassuring me about my problems and looked at all my ailments.
131. Good advice and diagnosis in language I could understand.
132. Was informative, I felt at ease. He had read my history.
133. "Efficient service
134. On time"



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- 135. The doctor was excellent. Very thorough and reassuring. Explained clearly what was going on.
- 136. Nurse had read completed questionnaire and was knowledgeable about it.
- 137. Very responsive to any issues with my kids. Quick appointments offered, and very friendly doctors.
- 138. Got an appointment when I needed it. Got through quickly on the phone.
- 139. Easy to park and staff are lovely.
- 140. I was seen on the same day I requested to see a GP.
- 141. Happy with the friendly service and advice.
- 142. I also ways find the GPs to engage with the patient and listen to the ailments with empathy and understanding.
- 143. Very placent attitude and explained questions that I asked. Also was seen on time.  
👍 I think my answer say
- 144. Lovely nurse, super friendly and informative
- 145. Was called in on time. Doctor efficient and friendly.
- 146. Because the nurse was respectful and kind and explained everything to me. As I find it hard to talk to people.
- 147. I was treated with respect and welcomed at the Surgery.
- 148. Weekend service, on time, very friendly and well executed.
- 149. Very friendly staff no waiting around quick professional service
- 150. I was very concerned about my blood pressure, I did completed my ask my GP and within five minutes I had a call and booked my appointment, and the doctor checked me and straight away she prescribed my blood pressure tablets and she told me to collect from pharmacy, when I went there it was ready, also they did my blood test and ECG on Saturday, I had an excellent service from reception to all the team who involved, I want to give special thanks to reception because when I called to find out about my ECG, they checked and managed to give blood test close to the time, thank you very much for your hard work

**Good**

- 1. The doctor I saw was great, I felt listened to, understood and she explained everything well, but the waiting time was about 20 mins.
- 2. I asked for an appointment through askmyGP and had a message back same day with a date in 2 days which was fine for me, and Dr was friendly and attentive and gave some advice.
- 3. I waited over 40 minutes to be seen.
- 4. A quick & efficient response given by the receptionist & an appointment made for that day.
- 5. The doctor was running late, but that did not affect the time he spent with me.
- 6. I think the GPs are trying their best to help me, but with the strain on the NHS I think they are struggling to get me seen by the people who I need to see.
- 7. Helpful and sorted the problem.
- 8. In early. Quickly assessed and action planned.
- 9. My ask my GP was not working, whilst on holiday. On my return was at surgery 8AM asking for urgent appointment. Was sorted for next day.
- 10. The appointment was on time and my concerns were dealt with and adjustments were made to my medication and
- 11. Ease of check in- information about running a couple of minutes late.



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12. Really good at getting an appointment. I like the askmyGP. They are good at making appointments at convenient times around schooling. Doctor is amazing - a very thorough and kind man.
13. Generally quick to answer and get an appointment for my daughter.
14. cause most times your quite effective and I hope you don't single a person out because they may need more assurance regarding their health.
15. Hope meds work.
16. Dealt with promptly and efficiently. Friendly and approachable staff.
17. Prompt appointment. Great nurse explained everything.
18. The doctor was great. Getting the appointment could be improved.
19. No issues, I arrived early, but still got seen to swiftly.
20. Just one niggle with pharmacy decision re prescription request for renewing diabetic lances and strips being denied.

**Neither good nor poor**

1. Getting an appointment was good, seen quickly but I don't think the GP listened to me and I felt upset when I left.

**Very Poor**

1. Disgusting behaviour from the receptionists.
2. "Wanted a routine appt face to face and could not get one,
3. Was asked to wait a week for a phone call to then make appt after me saying I cannot answer my phone on the day".

**Don't Know**

1. Sorry I didn't make the appointment I was too unwell.
2. It was cancelled.



**Please tell us about anything that we could have done better**

**Very Good**

1. Nothing
2. Nope
3. It was good experience to be there.
4. They are known.
5. Nothing
6. 100% satisfied with my visit.
7. "You give so long time for appointment.
8. It should not be too long."
9. All good
10. None
11. No need to do anything better.
12. Not really for us - if it isn't broken don't try to mend it just keep doing what you are doing.
13. Some of the receptionists were quite rude and impatient. One was rude about my 16-year-old daughter wanting her parent with her. Not all 16-year-old have the confidence to attend the Dr's by themselves.
14. Initial engagement and asking for a doctor's appointment needed some navigation. Once aware of the process it went very smooth.
15. No, but struggled with making appointment online, and then getting an appointment that said could I or could I not make appointment- but there was no link in message. Then got 2nd message to remind me, and option to manage request went to only cancelling options and not yes, I can make it. Apologies if I missed the link if it was there- not very computer savvy.
16. No
17. Everything was OK.
18. The front door is heavy to open. The practice could do with a proper clean.
19. Nothing, everything was excellent.
20. Everything was perfect, including the receptions.
21. Absolutely nothing.
22. Quicker response on askmyGP, but it was ok in this case as it is an ongoing thing and not urgent.
23. I was gap with the outcome, and I was aware that she couldn't really do much more.
24. Nothing
25. Nothing
26. None
27. N/A
28. Very easy to get an appointment.
29. Nothing needs to be done better based on this visit.
30. Couldn't do anything better.
31. It was unavoidable but being closer to my timeslot, I was seen 20 minutes later than my appointment, but I understand things like this happen due to unforeseen circumstances :)
32. Not sure anything else could have been done better.
33. Nothing
34. No



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35. So far all very good in reception they all very helpful and kind as well
36. Nothing
37. Nothing could be done better.
38. Have not heard from you about the appointment booked with the nurse.
39. Maybe seeing elderly patients' downstairs. Would be good but not essential.
40. Nothing at this moment
41. No...everyone is so kind and everything is so good.... thank you.
42. Waiting time
43. Nothing, thank you!
44. Nothing.
45. N/A
46. Nothing
47. No alarm or alert to go to assessment room.
48. I was about 10min late from my appointment time.
49. Don't think you can better it.
50. Can't think of anything
51. Nothing
52. "Having to use ask my gp is a put off.
53. But understand the power of triage".
54. I was happy with everything.
55. Nothing
56. Nothing -he was fantastic, and I appreciate so much that we were able to get an appointment on the same day that I contacted you on ask mygp.
57. Nothing
58. Nothing
59. Not really, I was very happy with how I was dealt with, the nurse who administered my injection was very pleasant and reassuring.
60. Turn the radio down. It's difficult to hear people talking to you through the screen when the radios blaring.
61. A cup of tea and biscuits would have been nice???
62. No everything was good.
63. Nothing
64. No
65. Took a long time to get appointment- I had to wait a week to see a doctor and that was me saying I would see any GP.
66. No. Very pleased with the appointment
67. I think the above answer says it all.
68. Wheelchair access isn't great. We were seen downstairs, but it was a very tight squeeze to get past the stairs and into doctor's room. Also, automatic door wasn't working to get into surgery so had to pull it open and it closed quickly! Tricky to manager wheelchair and keep door open!!
69. No
70. Doing great
71. No
72. No

**Good**

1. Shorter waiting time
2. I had forgotten about the app so came to the clinic to book an appointment; reception could have been more understanding.
3. I was not told the doctor was running late for around half an hour.
4. Not sure I was expecting better.
5. Not sure why I haven't been asked for a flu jab this year. Previously I got asked for one, but I seem to have been removed. Nurse thought it could be because I have stopped renewing my inhaler.
6. The reception staff vary in their attitude and ability to answer simple questions.
7. just to follow though when u tell a patient u will follow up any request need your patient.
8. Nothing.
9. "It's frustrating that I can't requested an appointment when the surgery is closed (even though it's an online portal) and have reception deal with that when they are in the next morning, like a backlog of tickets.
10. Also, I was assigned an appointment I couldn't make, but fortunately I could log in and change it quickly, so I didn't miss the slot. However, I bet some people wouldn't be able to log in as quickly due to work or other commitments.
11. It feels like the system could be better designed to allow me to say when I am able to go in, when I make the appointment request perhaps, so it saves staff some admin."
12. Nothing
13. Approve my diabetic prescription request.

**Neither good nor poor**

1. Gp to listen.

**Very Poor**

1. Get some manners.
2. "Just be able.
3. To make a routine appt"