

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

**Month: October 2024**

**Total Responses: 269**

**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 \***

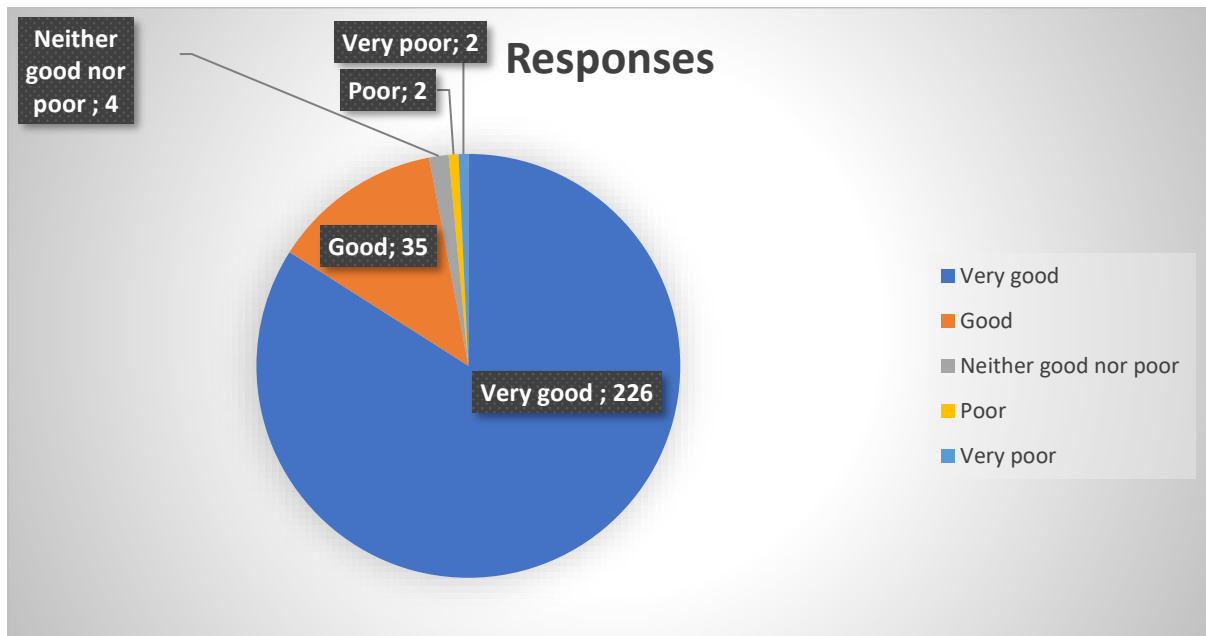
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **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	226	84%
Good	35	13%
Neither good nor poor	4	1%
Poor	2	1%
Very poor	2	1%

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

**Very good**

1. Staff are always pleasant and very helpful. Called am got an appointment pm.
2. Doctor was excellent, no problems whatsoever.
3. Thorough examination, wasn't rushed and a friendly, reassuring, helpful doctor
4. Nurse was very informative.
5. Nothing could be bettered.
6. Booked an appointment via the app. Turned up for the appointment and saw the doctor quickly. I also did my height, weight and blood pressure at the machine which was useful as I had been asked to update that. Unfortunately, the paper had jammed but I took a photo and shared it with the doctor. Doctor was very good in addressing all my worries. I didn't feel rushed.
7. I was extremely apprehensive about attending but the Dr made me feel so at ease and what I was going through was ok.
8. A very pleasant and professional service
9. Nurse is excellent & very professional. She put me at ease straight away
10. Fast, efficient and compassionate service.
11. They always get back to you on the same day best service I have received by a doctor.
12. Dr was brilliant, dealing with my minor scalp condition swiftly, recommending a new course of treatment. He is a true professional.
13. I was seen promptly and all my questions were answered
14. In and out in no time. Very efficient. Staff very friendly.
15. Easy communication, friendly, helpful staff and don't have to wait too long for an appointment. Good service.
16. Had an appointment with the nurse for a medical, my appointment was on time, and the nurse was very efficient.
17. Very efficient
18. Appointment came through quickly,
19. Always prompt with appointment times, booking system is finally bob on. The doctor was great in his assessment,
20. Very helpful to my condition
21. Seen at the appointed time, quick and efficient nurse.
22. Saw Nurse. Nurse is an excellent nurse. Professional caring and makes you feel relaxed
23. Prompt, efficient and good feedback about my current health status.
24. My request was dealt with swiftly...the receptionist was helpful & the GP very professional
25. Was seen on time. Examination was discreet with care. Questions answered honestly and condition discussed fully.
26. Very efficient service
27. No delay with call to appt time Polite and knowledgeable GP no hesitation to refer.
28. Fast appointment, knowledgeable and friendly doctor
29. Dr was brilliant and got us a test and diagnosis within 30 minutes with help from nurse who was wonderful. Very caring and thorough consultation!
30. Very helpful



**Flixton Road  
Medical Centre**

31. As the nurse is very professional and friendly and puts you at ease, she is an asset to your surgery.
32. Nurse giving the children's nasal flu vaccines was just amazing. So good with my daughter. Incredible service, thank you so much.
33. Appointment was offered quickly. Dr was very friendly and professional. I felt she listened to me and was very thorough in her examination.
34. Doctor was very pleasant. Listened attentively to me and looked at the photos of my problem. Was not hurried at all
35. Very clean and welcoming. Professional staff.
36. Great speedy service. Nurse has a fantastic manner when dealing with children.
37. The nurse was lovely looking after my 3-year-old for his injections. She gave plenty of advice and Information how to care for him afterwards
38. Very satisfied with the doctor and the service
39. I was seen by GP within 24 Hours the GP I saw was very professional and explained everything to me.
40. Reception very nice. Dr was very patient and kind and made sure to teach me about my daughter's symptoms so I could understand better.
41. Seen promptly and had a useful meeting.
42. Felt as if I was being listened to and was referred for an x ray.
43. Offered the opportunity to book an appt myself via the app. Response from app same day. Saw GP promptly the following week. No delays. Thorough appt with helpful doctor.
44. Dr is excellent, and always listens & explores to find the root of your issues. He never assumes. He explains clearly what he thinks is wrong and where appropriate demonstrates what you can do to make things better or explains various options available. He is always empathetic.
45. I phoned up that morning, I got a phone call straight back with appointment straight away.
46. Seen quickly. Friendly staff.
47. Nurse is excellent, really good patient care.
48. The nurse explained the smear test and overall process very well which was very informative. Her warm and friendly nature made the appointment less uncomfortable.
49. Very helpful nurse - did not feel rushed
50. Making the appointment was easy, quick and the doctor was attentive
51. Although I was seen 20 minutes late was satisfied with the doctor
52. The Medical Practitioner carried out the tasks in highly competent manner.
53. Nurse is fantastic, very reassuring, and informative, just what you need.
54. Doctor was very good and informative.
55. Doctor had read my notes so knew why I was there. suggested solutions and I came away feeling that things would improve
56. Great services from all your team got in quite quick and the results came back.
57. Short waiting time good service.
58. Your Medical Staff listened to my comments and constructed a plan for me to follow. This was a very positive response to my comments.
59. Civility informative friendly in a word perfect
60. Prompt appointment, friendly nurse
61. Nurse was quick, efficient, and very friendly.
62. Excellent fast service
63. No waiting, nurse was excellent.



**Flixton Road  
Medical Centre**

64. Prompt professional and friendly service from nurse as usual.
65. Lovely nurse and not too long wait time.
66. Efficient service
67. I got an appointment quickly with a friendly and personable doctor. Who listened to my concerns and arranged a quick referral which was the outcome I was hoping for.
68. The doctor was so friendly and helpful, hopefully the medication will work that he prescribed
69. I am always extremely satisfied and happy with all the services I receive at the practice. Very thoughtful and caring.
70. Understanding of my health issues
71. Didn't have to wait was seem straight away.
72. It's great
73. Dr was wonderful with my three-year-old. She did a thorough examination and referred for further tests. Was seen quickly with no wait. Thank you
74. I liked the doctor's approach, clear and honest with his answers and questions
75. It was my annual check-up I felt that everything thing was covered all my questions answered satisfactorily and politely
76. The receptionist was helpful and efficient. The female doctor dealt professionally and efficiently with my medical complaint.
77. Dr answered all my questions and attended to my requirements no fuss at all. A very productive appointment.
78. Great Dr.
79. Because it is.
80. Seen on time. The doctor was thorough and took time to understand my ailments.
81. On time and very efficient
82. Fast efficient service
83. I was able to book an appointment in an appropriate time frame. The GP was lovely and very thorough and reassuring.
84. Helpful didn't have to wait long for a face-to-face appointment.
85. Very helpful Nurse and friendly
86. Very happy with the attention I got doctor was very thorough.
87. The medical centre is very clean and tidy. Welcoming, efficient.
88. Dr was very thorough, I felt comfortable, she had the full picture.
89. I felt very much listened to, the doctor knew why I was there and helped me find a solution, with clear options to progress further if need be. He was very easy to talk to
90. Always understanding
91. Doctor was brilliant and appointment was quick as well
92. Seen in time good service.
93. Helpful reception staff. Very satisfied with the efficient and kindly approach of Dr.
94. Professional and patient
95. Dr was patient, understanding and very knowledgeable. He was how every GP should be, caring.
96. Dr was great. Listened to me and explained everything
97. Everyone is friendly and nice
98. Was pleased with the diagnosis and prescribed medication.
99. The Dr rang me at about 3pm wanted to see me 5-10pm Dr was great it was exacerbated Asthma and he put me steroids and gave me some antibiotics as it was near weekend.

100. Excellent consultation with GP. Felt listened to, supported and that the agreed referral was appropriate.
101. Through examination regarding concerns after in depth history of symptoms discussed. At all times excellent communication of procedures with findings with no technical jargon used. Clear summary of actions to be taken along with time period before reviewing if condition not cleared.
102. I find I'm listened to not judge on how many times I have had to and see them regarding the same health issues chest infection or problems with my hips and that could give patients confidence to go and see their doctor.
103. Didn't have to wait long and the nurse was very helpful.
104. Nurse was very excellent, made you feel relax, asked how you were & while doing all her checks spent time talking to you, didn't feel rushed & thanked at the end of visit, would definitely recommend. <sup>8</sup>
105. Doctor was very friendly, approachable, and explained everything. A good laugh
106. Always a very good service, really good team.
107. My appointment was good and was in time.
108. So much look after my daughter, thank you very much. I am very happy.
109. Sorted my appointment fast the same day
110. Friendly staff, prompt treatment
111. Very quick response to appointment request. Very friendly GP who was aware of history. Clear communication about appointment timing and booking.
112. When I phoned up always got appointment to see the Doctor
113. Easy to book on time very professional staff
114. The doctor who attended to me was exceptional and very professional.
115. Excellent professional practice and service delivery from all the team.
116. Dr is very friendly and gives good advice. Reception/admin staff helpful
117. my appt was on time and the nurse practitioner was very professional and helpful in relation to the reason for my appt.
118. Because it's true
119. So much look after my daughter, thank you very much. I am very happy.
120. Just felt at ease.
121. The doctor was very informed and thorough.
122. It was my first visit to Flixton medical centre and everyone was so helpful and lovely  
thankyou
123. Appointment on time and nurse made me feel relaxed
124. Excellent service
125. Dr is very thorough and professional.
126. Was seen straight away doctor was patient and very helpful and thorough.
127. Was seen straight away doctor was patient and very helpful and thorough.
128. The nurse I seen was very sincere and made sure I was relaxed. Gave me all the relevant information
129. Quick response to ask my gp request and face to face appointment on time.
130. I attended my diabetic review with nurse excellent service throughout she was so nice and kind giving me good ideas I have gained some weight and I am now on a diet and she has referred me to Urmston leisure centre to exercise and tone up so an all good review check-up.
131. Nurse was very nice she was patient and informative about what was happening



**Flixton Road  
Medical Centre**

132. Prompt reply to my request and appointment given within a day.
133. Good treatment and very friendly
134. The nurse is fantastic. She makes you feel at ease, and explains everything thoroughly.
135. She was a nice lady the flu jab didn't hurt
136. I was given an appointment with Dr 2 working days after my initial AskMyGP enquiry. Dr listened well, was very helpful and reassuring.
137. Because I was seen quite quick
138. Top service
139. Exceptional service from this Doctor surgery as always.
140. Happy with the consultation, very thorough
141. Service excellent
142. I came away feeling better w
143. Clear concise and doctor listened
144. Fast efficient and friendly
145. Didn't wait too long. The Doctor was very helpful.
146. Perfect timing
147. The injection in my knee has been a definite improvement.
148. Usual attentive service.
149. I always find staff very helpful and polite
150. I made an appointment and everything went smoothly and on time
151. Nurse very efficient
152. In straight away, lovely bedside manner - seamless experience!
153. Very good service from GP and receptionist
154. Friendly, patient, and knowledgeable
155. Very helpful to me at a time of distress.
156. I consider only a 10-minute delay a win and Dr is one of the nicest, most thorough doctors I've seen at the surgery. You can forgive him for running over because he never rushes his patients and that's much appreciated.
157. Dr was extremely attentive and reassuring.
158. Seen quickly and the Dr I saw was patient, compassionate and professional
159. When I spoke to the nurse, she was very helpful & understanding about my medication.
160. Excellent service. Dr was very thorough, much appreciated.
161. The nurse was so helpful I know I took up probably too much of her time, but she is so thorough and friendly so thank you.
162. I was dealt with by the nurse who made me feel at ease, took blood with no discomfort and was warm and just very nice, pass on my thanks.
163. Explained everything very clearly and was very helpful.
164. I got an appointment the same day with the Dr I wanted. Dr gave me the time I needed to discuss my concerns
165. rang for appointment and doctor phoned me back and gave me appointment that day
166. Blood test- in and out in 15 minutes plus I got a parking spot
167. I have recently become a patient here and all staff - reception staff and doctors have been empathetic and helpful. Having kind and understanding voice when you first ring up eases anxiety and makes you feel comfortable when ringing to see a doctor.



**Flixton Road  
Medical Centre**

168. No waiting, very efficient, friendly.
169. Dealt with very quick and the nurse was very nice
170. No waiting. Nurse was very nice and performed the blood test quickly and efficiently.
171. Good service. Thank you.
172. Quick and efficient.
173. Love you all
174. Was seen quickly and the doctor listened to my issue
175. Did not wait long and member of staff was very helpful.
176. Got appointment on the day I wanted it. Hi
177. I saw nurse for my appointment, and over the years she has looked after me she was her usual caring self.
178. Doctor listened and took the time to talk me through what might be best way forward for my symptoms. All of the doctors here are kind, thoughtful and thorough and I have great confidence in them. This doctor was no exception.
179. I saw Dr she was extremely thorough and attentive. Listened to me and dispensed good advice. I felt valued and confident that I had all the information I needed.
180. I was seen promptly
181. Quick and effective
182. Very quick reply from AskmyGP arranging appt of which could have been same day, but I did want to see a named Dr therefore I waited 4 days. Dr was very helpful with a caring manner.
183. I used AskmyGP to book an appointment. Staff dealt with my request efficiently. Got to see a doctor for f2f appointment. Always find doctors & staff fantastic, it's a great service at Flixton Road.
184. I came to see the doctor and did so.
185. Dr was very thorough, and I didn't feel rushed.
186. Always a good GP
187. Quick polite and friendly response for an appointment request and being able to attend an appointment on a Sunday.
188. Excellent service as always
189. Dr was very kind and showed great empathy. He took time to explain what action was needed and made sure that my father understood what the plan was. Thank you for your kindness, Dr.
190. Quick response to query, timely appointment offered and had a very helpful consultation
191. Quick efficient service with understanding Doctor
192. The doctor was very efficient and helpful
193. Like to see the same Doctor



**Good**

1. I only see the Nurse about the recent blood test result and she explained what it was! She explained it in details.
2. Got a reasonably quick appointment
3. Excellent service from nurse, but marked down because was not seen on time.
4. I was provided with an appointment at short notice to address my health concerns.
5. Blood test by nurse always friendly and makes you feel at relaxed.
6. Friendly and thorough staff
7. Very efficient and friendly
8. I had a brilliant experience with the nurse, she was friendly, helpful and understanding.
9. Sometimes hard to get an appt for a couple of weeks
10. I was not stressed
11. Quick response in reply to concerns about my baby Sometimes messages left via telephone don't make it where they need to go
12. She explained the options and understood I was scared with the diagnosis
13. The nurse dealt with us with kindness and patience.
14. Great doctor
15. I didn't want for too long. I was attended at exactly on time.
16. I was booked a later date when I was sick. When I complained the date was moved earlier because my chest was wheezing. So, I was attended by GP at an earlier date.
17. Reception took my details and asked me to sit the doctor is downstairs. Not that friendly tbh.
18. The service from the doctor was excellent and couldn't be faulted. The booking service wasn't very good and got mixed messages from reception
19. Usually very good service and as pleasant an experience as possible. Front of house staff very friendly and helpful. Nurses always very good. Only one or two experiences with a particular doctor has made me downgrade to good for overall.
20. Very good all round
21. The nurse, Sister, is always helpful, professional, thorough, kind, and always remembers me.
22. Very nice Doctor who was very patient
23. I arrived on time and was seen quite soon after.
24. Would have been very good but appointment was 20 mins late.
25. Seen promptly
26. Dr is patient with me today
27. No waiting seen within 5 minutes
28. Always happy to help
29. Doctor listened & listened to what I had to say rather than telling me how I was feeling

**Neither good nor poor**

1. My appointment felt rushed as GP was running behind.
2. Don't have any follow up after most visits, don't do everything they are supposed to - o.e. annual asthma checks for all patients - had to ask for one
3. Long waiting times for an appointment

**Poor**

1. I arrived 5 minutes early, I waited 30minutes but still wasn't seen, and had to leave due to another appointment
2. Nurse could have avoided wasting my time if she knew her stuff

**Very Poor**

1. The appointment making process is not patient focused and as a process is wasteful for both the patient and the practice The doctor was running 20 mins late the doctor service however was very good
2. Saw the doctor at 10am. Booked the appointment over a week ago due to scaly and blistered patches on elbows. Since then, he developed a temperature and malaise. Doctor checked his elbows and looked in his throat and diagnosed chicken pox. Despite being told he has had chicken pox before and admitting himself it was an unusual presentation. He said he would consult with senior doctor and get back to us. Nothing further heard. Later in the evening child became more ill and his temperature continuously spiked. He then complained of neck pain so we took him to Manchester Children's hospital where he was diagnosed with dermatitis on his elbows and tonsillitis. He was prescribed a cream for the former and antibiotics for the latter. I can't understand how this was missed just twelve hours previously.