

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: February 2025

Total Responses: 277

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 *

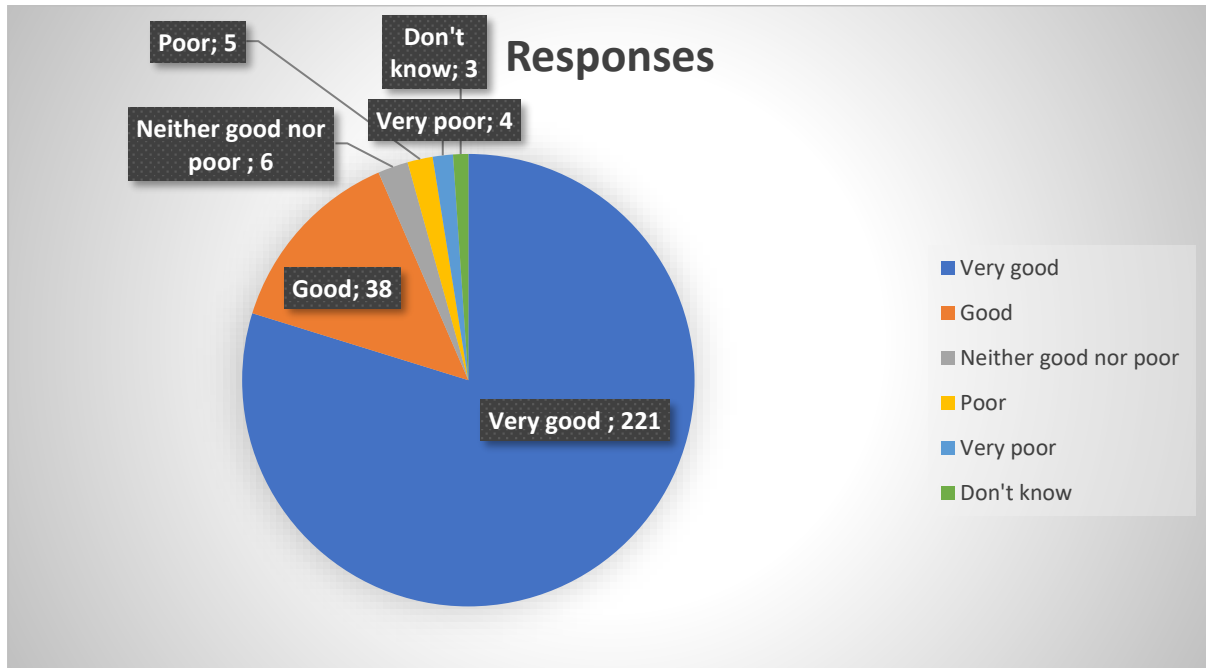
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **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	221	80%
Good	38	14%
Neither good nor poor	6	2%
Poor	5	2%
Very poor	4	1%
Don't know	3	1%

Please can you tell us why you gave your answer?

Very good

1. Very friendly and good advice 🧐 made me feel relaxed.
2. Every was just excellent from checking in, the Doctors manner and my outcome
3. Seen before appointment time by nurse who is lovely
4. The doctor was really kind, informative and seemed to genuinely care about addressing my concerns.
5. Service always does its best to get my children in to see a doctor if needed. The doctor we saw was lovely too and made my daughter feel at ease - really personable doctor
6. Who could be better than the nurse
7. I was seen to as soon as I arrived. I was having blood tests that was done by nurse. Such a lovely friendly lady.
8. Prompt service knowledgeable staff
9. Because the nurse was really helpful, professional and an all-round really nice lass.
10. Doctor listened and made me laugh which was much needed
11. Polite and friendly reception, & helpful doctor
12. Exceptional help
13. The doctor was very friendly and efficient 👍
14. Friendly professional staff.
15. On time again and nurse is an asset to your surgery.
16. Appointment on the day, reassurances offered & a plan created
17. Got to see a doctor within 2 to 3 days
18. Nurse is friendly and relaxed
19. Efficient and friendly and accommodating
20. The staff are caring, make sure you understand what they tell you and hopefully put your mind at rest.
21. The appointment was on time and completed in a friendly but professional manner
22. The doctors Explained everything to me. DR sat and listened to me and explained everything.
23. Good service
24. I only needed to give blood for testing. nurse did this. She is very pleasant and good at her job.
25. Always happy when we see a go at Flixton Road medical centre
26. The nurse I spoke to was very helpful and caring felt like I wasn't rushed
27. Doctor listen to my concerns and explained how my condition was best dealt with.
28. Very nice doctor appointment was on time
29. A very quick appointment made and lots of advice given
30. A quick appointment made and gave lots of advice.
31. My daughter was seen face to face by a GP on a Sunday morning. GP was brilliant communicating with her.
32. Ease of checking in. Pleasant staff and nurse
33. Quick response to a recurring ailment
34. The nurse is very nice and very helpful.
35. the nurse was helpful and very informative
36. Good
37. a lovely doctor



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38. Efficient and pleasant receptionist and nurse.
39. Saw the nurse who was exceptional
40. Easy booking system. Great appt with nurse for diabetic review. Was also offered pneumonia vaccination as well.
41. The Doctor's assistant was lovely, easy to talk to & very thorough
42. Friendly and helpful service from everyone I was in contact with
43. Proactive & timely!
44. Friendly staff, short wait time
45. All sorted quickly/efficiently. Personable and friendly approach is appreciated
46. Very good service, easy parking, good staff, good doctor
47. Nurse is fabulous! so understanding and caring. explains things in a way I can understand and makes me feel listened to.
48. Dr was lovely, she explained everything, and I didn't feel rushed
49. Doctor was great
50. Seen quickly after my askmyGP input. Follow up treatment and procedure booked early.
51. Seen quickly after my askmyGP input. Follow up treatment and procedure booked early.
52. Really friendly and put me at ease
53. I went into see the doctor well before my time. Dr has a wonderful mannerism, very easy to talk with and he gets thing done
54. Friendly professional and sympathetic as always
55. I felt my problem was understood and dealt with appropriately.
56. Practice nurse was lovely and approachable
57. I saw nurse and she is so good. Always makes you feel at ease
58. I saw the Doctor's assistant on time and she was very thorough
59. This was my first trip to the practice. Dr was fantastic with my daughter. The surgery is clean and organised. Staff seem friendly.
60. The sister nurse doing the pill checks is so friendly and reassuring
61. The concern given by nurse & Doctor was excellent. They explained everything from the beginning of the appointment to the end which resulted with a hospital visit.
62. Because the doctor helped me a lot
63. Staff were helpful and made our lol one feel very calm for her jabs
64. Got seen straight away. No waiting.
65. I don't like using the Internet so I phoned in to make an appointment. Dr phoned me back with a time and day. Dr diagnosed of my condition was very explanatory using computer images to help me understand my condition and the best way to treat it. Very happy and thank you.
66. Caring and helpful
67. My GP was attentive and helpful. She put me at ease and dealt with my problem quickly and efficiently. Many thanks.
68. Dr was excellent. Very personable and informative.
69. My visit to see the nurse yesterday was very helpful. I
70. Didn't have to wait.
71. I got an response and appointment quite fast
72. Appointment was on time and when I asked reception for advice, they were very helpful
73. The Dr took the time to listen, offered solutions and explained everything.
74. Nurse is Excellent....very professional and friendly
75. Receptionists very friendly"



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76. The nurse (sorry I can't remember her name) I had my appointment with was so lovely and caring, explained everything thoroughly and put my mind at ease. She also did this when she was doing my little one's vaccinations. Thank you so much!
77. The doctor was very helpful
78. I see the nurse she is so friendly and explained my conditions very well
79. Practise got in touch when blood tests were due and had them done at practice x no problems
80. Always efficient and polite
81. I had a good chat with the doctor about a number of issues, which were all addressed.
82. I have always been able to get hold of a GP at some point reception staff are so lovely and friendly. Practice nurse for asthma review easy to talk to and friendly
83. After having moved to Flixton Road medical practice under 3 years ago, I have never looked back. All staff from receptionists, nurses, doctors have been fabulous with myself and my daughter. When people say all GP practices are awful, I tell them I can't complain about mine!
84. Doctor was amazing
85. Doctor was very attentive and explained everything clearly
86. Quick and efficient
87. Appt on time, clear and concise information given by doctor
88. Because the doctor I saw was absolutely fab
89. the nurse we saw was excellent, professional and compassionate.
90. "Because I got to see the Doctor
91. I trust, the one of my choices.
92. The one that has given me A1
93. service for years."
94. Staff always polite and helpful
95. After being unwell for 2 weeks I decided to ask for an appointment. I was very impressed to get one so quickly. On the same day
96. Seen quickly. The dr was fantastic and dealt very well with my little boy and was so personable with him
97. Very helpful doctor. Reception also nice
98. Prompt and informative appointment
99. Nurse really spent the time with me, was so thorough and very approachable and caring
100. On time, friendly and thorough
101. Appointment was booked with ease. Receptionist was very helpful and polite Dr was friendly and professional.
102. I arrived earlier than my appointment and asked if I could be seen earlier. This happened and is really appreciated
103. Receptionist are exceptionally good always sort my problems effectively and quickly and Nurse got me through my smear when I was terrified and had dodged it for some time
104. Very good very satisfied
105. Nurse was fantastic, appointment wasn't rushed at all, she listened, advised, was empathetic. Happy with everything
106. The doctors are great at the practice, especially the recent one I visited, I didn't catch her name! They're all very caring!
107. Fast efficient service



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108. Prompt on appt time. GP very helpful and thorough not rushed in any way. Felt very confident in the advice & the medications that were prescribed.
109. The doctor really listened to me and actioned investigations/interventions straight away
110. Everyone one was so polite and very helpful
111. Informative
112. Appointment made to suit my working hours, very good Dr, he listened and didn't rush me out of the door
113. Reception are great, very helpful and friendly. Nurse is very good.
114. Very professional although a little late
115. I felt I was listened to
116. Everyone is so friendly and always willing to help. Always feel relaxed talking to each Doctor/Nurse I see.
117. Service was fantastic and staff were amazing. The nurse we saw was simply incredible and put my child at ease.
118. The surgery was clean, booking in was easy and because I was the first appointment of the day I didn't have long to wait. More importantly, the nurse I saw was very friendly, informative and efficient
119. "Efficient, professional & always contactable for appointments.
120. Doctor & sister nurse professional caring, knowledgeable and excellent referral pathway for tests.
121. Reception team welcoming & supportive staff."
122. Whilst there, was a bit of a wait, there was nothing bad or unpleasant about my visit
123. The nurse was very efficient and empathetic.
124. Excellent knowledgeable caring member of staff.
125. The nurse was on time and very helpful.
126. I had a blood test that was carried out efficiently
127. The Practice Nurse is excellent, explains very clearly about the procedure & gave me additional advice around the menopause which I found was very helpful & informed me of where to access more advice about.
128. "Fast and
129. Efficient"
130. I was seen on time and doctor very pleasant
131. Appointment on time, very welcoming Dr. made us feel at ease.
132. Excellent care by doctor on this visit.
133. I'm seriously sight impaired and the receptionist assisted me and my guide dog to the upstairs waiting room and the nurse was then very helpful and efficient before helping me back to the reception area and the exit door
134. "Very helpful
135. Polite staff
136. Very clean
137. Will take the time to talk everything with you that you don't understand"
138. I was seen on time and dealt with in a professional, pleasant manner
139. Friendly, staff who were welcoming and caring
140. Customer service
141. Appointment on time, nurse vet understanding and reception staff very helpful
142. Dr was incredibly helpful



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143. Dr spent time to go through, in depth, everything that had been a problem to me recently
144. Quick. Friendly. Super-efficient. Theres so much negative written about GP services yet Flixton Road has always been absolutely first class.
145. Excellent professional service.
146. I manage to get appointments askmyGP easily doctor I see was very friendly and informative.
147. I have never met the doctor before, he was so welcoming and professional, very thorough, I actually do feel a bit better today
148. Quick, friendly, helpful.
149. This is my latest nurse experience.
150. Friendly and informative staff.
151. The Nurse was really professional - informative kind considerate supportive and listened to my concerns and signposted to suitable further information
152. The system works efficiently, I got a quick response via askmyGP and was able to book a face-to-face appointment to suit me.
153. Prompt service, very polite. Most of the appointments are within good time, I think this is a very great tribute to the practice/ Surgery.
154. Prompt, easy to check in, friendly
155. Dr was thorough, put me at ease and I didn't feel rushed
156. Because Dr as always had time for me and seen to my problems
157. Excellent response to making app. Friendly reception and attention received.
158. Nurse is always very thorough, helpful and informative. She is friendly but professional and really puts you at ease.
159. Dr was extremely helpful.
160. "All staff are caring, professional, and approachable.
161. Excellent."
162. In job done and out
163. Doctor was very efficient and informative
164. I have always found Dr helpful and understanding even when pushed for time.
165. The nurse went through everything about my RSV jab, very friendly nurse, put me at ease.
166. Nurse friendly, welcoming & knowledgeable
167. It took a few days to get an appointment, but it wasn't urgent so there was no problem.
168. It went as I would have expected
169. I was very happy with the doctor I saw I felt like she cared
170. Prompt service no hassle
171. Easy to access, app is great to use too
172. Seen on time and friendly staff
173. Pleased how my consultation went. Appointment on time. Thanks
174. Pleased how my consultation went. Appointment on time. Thanks
175. Very happy to be offered a face-to-face appointment even though I requested telephone. Professional & caring staff. Excellent hygiene within the surgery. Thankyou
176. The doctor took us seriously and was kind and compassionate. She gave my daughter the time she needed to explain her issue, and listened to her properly.
177. Appointment with the Practice Nurse, who was excellent as always.



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- 178. In and out great
- 179. Doctor, I saw was very thorough and clear
- 180. Welcoming and friendly staff
- 181. My doctor was incredibly friendly and gave reassurance on my problem and extra information
- 182. Very efficient and friendly
- 183. Dr was fantastic, very friendly and helpful.
- 184. I thought the Doctor was very pleasant and explained everything very clearly.
- 185. Professional
- 186. Quick and efficient
- 187. It was on a Sunday which was good
- 188. Doctor was empathetic listened and gave good feed back
- 189. Good friendly service
- 190. All on time
- 191. Made appointment via ask my GP and could arrange it to suit myself and my child.
Appointment was on time; we were listened to and made a suitable plan of care for my child.
- 192. The staff Always make me feel good. The best practice I've ever been in. Thanks
- 193. A very good service thank you.

Good

1. Had a half hour wait after my appointment time.
2. A new doctor to me. She was both informative and helpful.
3. Screen said 1 minute delay waited 20 minutes after my appointment time.
4. Explained everything well
5. Dr was great and helped me
6. with what I needed."
7. Booked through ask my gp, does take a few days before a response
8. Dr is very thorough and is quick to get things sorted
9. My appt was about 15 mins late as the gp had admin things to discuss with a colleague. He did explain and apologise for this but it was a bit frustrating as it was my only afternoon off work all week. Otherwise, I would have put very good. Dr. was very friendly, thorough and seemed knowledgeable.
10. No problem
11. But if a long wait for appt for the nurse
12. Nurse was brilliant with my son having his vaccinations
13. Seemed like a good doctor, very friendly, good bedside manner.
14. Staff are pleasant
15. Nurse talks you through procedure and what to expect
16. Thorough blood tests and clear bill of health given by GP
17. Clinical room on ground floor. the nurse carried out the checks in a nice manner especially the blood test I had no bruising also offered me a pneumonia vaccine
18. Friendly staff and doctor everything on time
19. The Doctor I saw was very thorough. Checking blood pressure, oxygen levels, temperature. She listened to my chest and back as she was concerned about crackles. She gave antibiotics and arranged a chest x ray for the following day.
20. Good face to face and didn't have to wait too long. Nice welcoming surgery 😊
21. I saw the nurse and she was amazing. Getting another nurse appointment however was difficult, apparently there were no appointments and the receptionist told me to call the next week. After a long conversation I eventually managed to book an appointment. That process was quite stressful. So, if it was a mark based on the reception the mark would be so much lower.
22. Nurse was friendly and helpful
23. Nurse was friendly and helpful
24. The doctor was excellent and gave advice which is working.
25. Being hard of hearing so not able to communicate easily was well accommodated for thankyou
26. Good at his job can't think of anything
27. Reminder of appointment. Dr was easy to talk to and efficient at her job
28. It is very helpful to have Saturday appointment, seen on time the Phlebotomist was very helpful and polite. Having weekend appointments are a good idea due to work commitments.
29. "Doctor very helpful
30. Appointment good staff on reception good"
31. Different doctor again!! But listened to my problems all in all very satisfied.

Neither good nor poor

1. Blood taken ok, but nurse a bit over the top
2. "It was a bit bewildering- I was told I had to make the appointment for an annual check for HRT before I could get my repeat prescription so I did
3. During the appointment I was told the nurse had to check if I was allowed to take what I am taking on its own - despite me explaining that I had already asked the pharmacist about this at the time
4. I explained I did not want or have need for any other HRT treatment other than the single item I am taking for a specific physical symptom- with which I am happy
5. But after leaving the room for a long period of time the nurse returned - very apologetic & politely saying she had to deal with something and so was running late and so I had to book ANOTHER annual HRT check-up appt. to discuss things properly - I am confused as I explained I don't want any other treatment & have no issues to discuss - I feel very confused about the whole thing and a bit annoyed that I will have to come back again"
6. I began to mention the medical concerns I had with never being able to access the doctors, and the doctor told me I would have to come back for them and just talk about one issue, not great service.
7. I saw a doctor yesterday who suggested I would need prescription medication and I should book a blood test at Trafford General. No one seems to know about the subsequent prescription and no one answers the phone at Trafford General.
8. "None of the staff knew what I was at the appointment for, one injection or a course of six injections.
9. And trying to arrange further appointments for the injections was hard work and took 15/20 minutes."

Poor

1. Difficult to get an appointment. Had to wait over a week.
2. Although the consultation with the Gp was very good, actually getting an appointment was extremely frustrating
3. Arrived 10 minutes early for appointment. On check-in message stated running 10 minutes late. Almost 1 hour waiting with patients going in and out I spoke to receptionist who advised system showed I had been seen
4. Dr Referred my daughter for blood test. I checked as she is a child would I book via telephone number provided. Dr said didn't know I would have to ring. Rang phlebotomy who confirmed children have to be referred via Dr only. I am now back to waiting for a referral. This could have been easily resolved if the dr had checked the procedure.
5. I was arranged an annual review on Friday afternoon but this was too late to have blood tests so I have to come again in the morning.

Very Poor

1. I haven't got COPD I have later stage IPF the receptionist told me it would be a cardiac check-up. The temperature outside was 3 degrees I was put at such risk to attend an appointment that should never have been made.
2. I went for the 8-week postpartum check-up and despite sharing I had concerns with my recovery and asking for a physical check, I was told I'd need to book another appointment. I'm not sure what the point of it was as the questions I was asked were cursory at best. I also found some comments made by the GP patronising.
3. "Please see the feedback given for.
4. Rude, late, abrupt and poor service."
5. I booked 2 appointments (one for each child) we were called in 25 minutes late and when asking to check my son's feet as he's been getting pain in one, we were abruptly told the dr had no time for us and asked to leave as she stood by the door holding it open. We were in the appointment for 5 minutes for both children when I had 2 10-minute appointments booked. We should not be asked to leave due to the dr already running late before we go in this not our issue and should not impact our allotted time.

Please tell us about anything that we could have done better

Very good

1. NA
2. NA
3. Nothing
4. N/a
5. Nothing - it was a super service
6. Everything was excellent.
7. Less waiting time would be nice
8. It's fine as it is
9. Nothing
10. No complaint at all
11. Don't think you can.
12. Less waiting time on telephone
13. Nothing
14. Nothing. Great team and the receptionist was lovely and compassionate to everyone. The whole team are great. Thankyou
15. Nothing!
16. N/a
17. I asked again why I haven't got full access to records on NHS app and this is being looked into
18. Nothing
19. Can't think of anything!
20. Nothing
21. Nothing, Nurse was thoughtful, compassionate and empathetic.
22. Receive appt quicker
23. Nothing, really good
24. Nothing.
25. Nothing.
26. Nothing
27. No
28. Nothing
29. N/A
30. Nothing
31. Everything was excellent
32. Absolutely nothing
33. Nothing
34. Nothing, all was good.
35. I don't think there is anything you could have done better
36. Nothing
37. So far I am happy with the service
38. Sent the prescription on the day, I went this morning and it wasn't ready. I am away now so it will be the weekend before I collect it.
39. Na
40. No everything. was fine
41. Wish appointment had been sooner but do understand why (time of year/underfunded)



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42. Fit for work certificate sooner
43. Nothing more she could have done she was thorough and very helpful
44. Nothing
45. N/A
46. No, the doctor gave me a good examination and asked me the right questions
47. Nothing
48. Nothing
49. Not a fan of computer sign in
50. None
51. "No
52. Nurse was great"
53. There's nothing
54. Nothing
55. The wait without any updates as to how long the delay would be. It would have been about 15/20 mins late, but no one advises they're over running. So, it's frustrating not knowing
56. Maybe just the reception's attitude over the phones
57. Could not arrange a blood test on the same day, had to phone up the next day for an appointment
58. Nothing
59. Specific option to request an appointment
60. No
61. Nothing
62. Nothing.
63. No
64. No.
65. Nothing.
66. Nothing everything was excellent
67. Nothing
68. No
69. Na
70. Nothing
71. All good
72. Nothing
73. Nothing everything was ok
74. No
75. NA
76. Nothing
77. Nothing
78. Nothing really
79. Helpful to reinstate Askmygp appointment request facility.
80. No
81. I don't think so
82. The nurse made me feel very at ease. Perfect experience.
83. Nothing
84. Nothing excellent service
85. Nothing. Great service.



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86. All seems good, but always remember earliest and first contact is the most important especially in the times we live currently. But over all very good all round. Thank you, Flixton Medical Ctr.,
87. Parking an issue
88. No
89. Nothing
90. Nothing, all ok
91. Nothing
92. N/A
93. Blood pressure machine not in front of waiting patients.
94. Nothing - the perfect appointment and best possible outcome for my family
95. Nothing today
96. No
97. I could not see any room for improvement.
98. All good
99. No

Good

1. Parking is a problem if your mobility is not good. I have to request a lift from a relative. Only two people in when I visited but only one parking space available as somebody was just pulling out.
2. Updated log in screen with delay time.
3. It took over 10 days to get back to me from my original request.
4. On this occasion service was really good just a shame all doctors can't be as thorough
5. As above just a long wait to see the gp.
6. More availability
7. Had to wait 20 minutes to be seen
8. I had to wait 30 minutes after my appointment time before I saw the doctor.
9. Nurse was very nice but I would be much more comfortable speaking to a person who is more relatable to myself, I think I will be requesting to see another nurse for my follow up appt. Not sure if practice nurse would be available for this?
10. Faster response times
11. I had my blood tests ordered by the GP early December and delivered by the hospital on the 6th Jan and only had an appointment to discuss the results on the 12th Feb. This is a long time to wait especially when I have heart palpitations.
12. "Although nurse offered me a vaccine when he returned said they were out of stock which meant another appointment.
13. I had to make another appt to return"
14. Nothing
15. I don't think anything else could have been done. I was very happy; the Doctor was very thorough.
16. Please make booking a nurse appointment easier.
17. Made me 20 years younger
18. Made me 20 years younger
19. You arranged the appointment via a text message but I was not able to confirm attendance via text. Instead, I had to go through My GP and NHS. At 76 years old I still have all my marbles but a lot of old people would be lost in navigating to confirm attendance. Surely a simple reply to your text would be easier?
20. Needed a little more help about reducing my cholesterol maybe a leaflet to give advice.
21. Nothing really.

Neither good nor poor

1. Self-explanatory above
2. Nurse didn't seem to have access to enough info in my records - when my last smear had been, the various correspondence & conversations I'd had with Dr & the Pharmacist about my HRT trial & subsequent abandonment of it, the BP records & conversation I'd had with Dr that morning - so I had to repeat all of this - surely the nurse should be given access to this ?"
3. Listen to my concerns and see how these can be helped.
4. Better information on my file or notes for other staff to act upon and myself to be informed of the treatment required.

Poor

1. The appointment system is very frustrating as you don't know how you have been categorised once triaged. There needs to be some indication of how long you should expect to wait before getting an appointment
2. "Doctor stated the issue would be looked into.
3. No issues with actual consultation, Doctor referred to SDEC at Wythenshawe Hospital"
4. I should have had a morning appointment.

Very Poor

1. Employ better trained staff.
2. Complete the postnatal check as it should be done.
3. Be respectful to patients and allow them the time booked to treat them rather than kick them out after only a quarter of the time allowed after running 25 minutes late.
4. It was clear the dr just wanted us out and had no interest in treating my children. It would be nice to feel as though they actually care and give us the time booked to help. It was very rude and a dreadful representation of the surgery.

Don't Know

1. Hi, I am sorry, but I need my disability to be recognised I need to speak to a Dr.
2. Please, tell Dr and put a note on my file. That my legs have stiffness in and affect my walking sometime. And I also have the knee freezing up situation, from time to time. Please write on my file. And please tell doctor. I have spoken to the DWP about my problems, and unless anything is sorted, I will have to go to a tribunal. So, I need things put down on record. Please DO IT. Apparently the DWP don't seem to want to give me pip for the mobility side, because i can walk, but unless I'm allowed to rest when I have problems, then it may well, and appears to be the way, that I may need surgery later. So, this doesn't make sense, The DWP should allow me a mobility score, so it can help me, to prevent major difficulties. Please make sure this note has been transferred to my file. I will make sure it has, next time I'm there. I appreciate and understand that I can WALK. But I don't get it that my problem CAN be help and maybe prevented from going worse. Thankyou
3. Please can I have an appointment with doctor. When my knee locks, I can't walk at all and get very frightened till it works again. I may also need help with how I feel in general as I'm very depressed. Thank you