

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: January 2025

Total Responses: 233

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 *

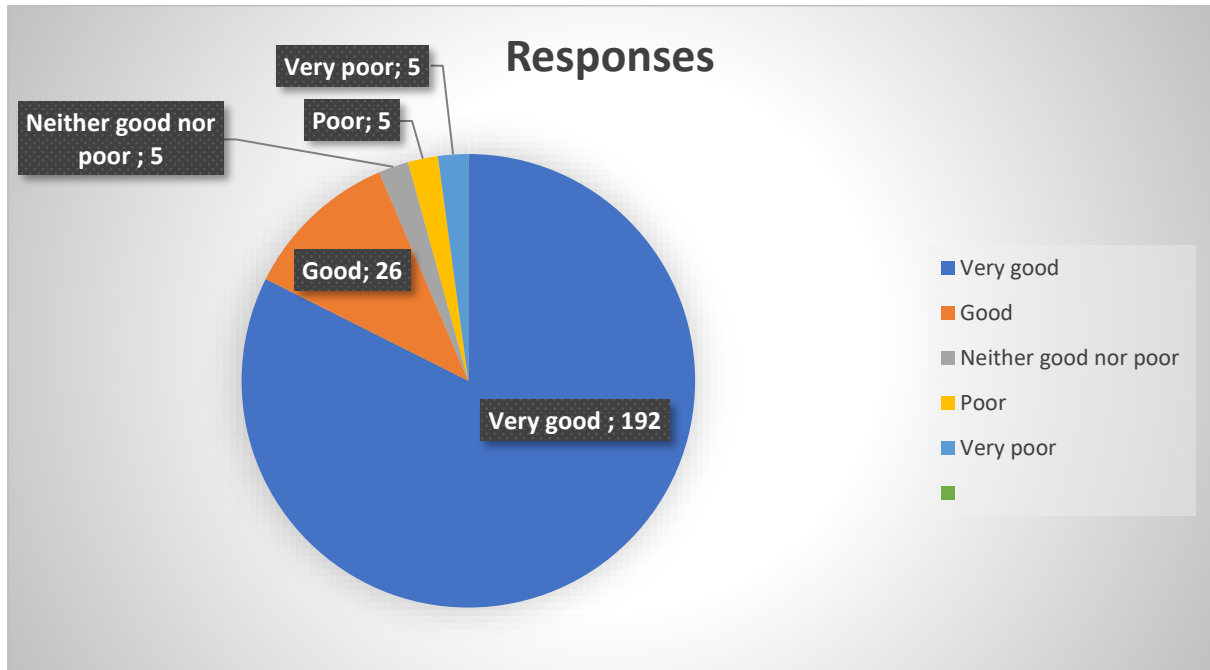
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **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	192	82%
Good	26	11%
Neither good nor poor	5	2%
Poor	5	2%
Very poor	5	2%

Please can you tell us why you gave your answer?

Very good

1. The nurse is always helpful and knowledgeable in what I need answer for
2. Although unpleasant job it was done with consideration
3. Very helpful, quick, effective
4. Polite and helpful. Put me at ease.
5. Very friendly and approachable staff and seen on time
6. Dr is an excellent GP, courteous, understanding and explains everything clearly and easy to understand.
7. Doctors are understanding
8. Nurse doing blood test very good. No problem at all.
9. Prompt attention as usual
10. Practice Nurse was friendly and knowledgeable
11. Doctor always explains in detail what is wrong and what can be done to try and help with your problems.
12. The Doctor I saw was just lovely. Very understanding and easy to talk to!
13. The nurse was very efficient and noticed on my history that I was due my annual cholesterol test, which she did also, in addition to the tests I had been booked in for, thus saving time and me having to go back for a future appointment.
14. Swift response
15. Good listener, considerate attitude
16. The receptionist and nurse were both so helpful. The nurse made me feel at ease and was very thorough. It was a pleasure.
17. I was extremely happy to be able to get a same day appointment for my son.
18. I was extremely happy to be able to get a same day appointment for my son.
19. Very good
20. The doctor was very good with his explanation what was going on. Everything about the visit was excellent
21. Gave good advice
22. I was called in for a health check within a few days the very able and professional Doctor made a face-to-face appointment to talk through several medical problems. I was very impressed with the Doctors professional guidance about my health both medical and mental. Thank you, Doctor.
23. Really helpful felt listened to
24. I was able to get an appointment after 6pm and the nurse was lovely
25. My appointment was made to fit around other things.
26. Didn't wait too long before being seen. Was listened to & had things explained.
27. Very helpful and they took the bloods first time thankyou
28. Friendly staff willing to listen
29. Self-check in worked well. Appeared to be running on time.
30. Straight in straight out
31. On time, efficient GP, great receptionist
32. Efficient and on time service
33. I was seen on time with a very quick appointment
34. Very good appointment time spot on.



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35. Appointment and assessment was done in a friendly and attentive manner
36. "Seen on time
37. GP was thorough"
38. Fast appointment and pleasant Dr who explained everything.
39. Short waiting time, friendly staff, efficient vaccination.
40. Good communication
41. Friendly Dr! Precise info given and gave a lot of useful tips and insights :)
42. Took time to listen and resolve my issues
43. Good use of tec to make checking in simple. Friendly informative nurse, who gave knowledgeable advice.
44. Appointment on time and nurse was informative and friendly. I didn't feel rushed and further tests were offered which I appreciated.
45. Doctor was very helpful and had a very pleasant manner.
46. Doctor very professional kind and supportive with my anxious Autistic child.
47. Left hand is not functioning well today. Fingers are tingling and numb. Some days are worse than others.
48. "I would go even further & put excellent if I could. Dr listened to my Rosacea medication problem & came up with an alternative to try, which I picked up from my pharmacy on the way home. He also promised to see me in 6 weeks' time to review the new medication.
49. In addition, he made a referral to the Dermatology clinic & I received an appointment 2 hours later - that is what I call service!"
50. Very helpful staff when you phone up, which is nice, and don't rush you off the phone.
51. I was very happy with the way I was dealt with
52. Running like clockwork
53. "In and out
54. What you expect for an injection"
55. Someone in the Practice had realised that I had an urgent need to see a doctor and put me in for an emergency appointment. The doctor was excellent and provided a lot of support and referred me to other agencies for further assistance.
56. The receptionist that delt with me was very helpful
57. Straight in on time and staff polite and helpful.
58. Seen very quickly
59. Staff was friendly and courteous and was prepared to listen and offer advice
60. very efficiency
61. My appointment was in time and I felt listened to.
62. Efficient and quick appointment and professional
63. Very quick appointment and empathy from the doctor.
64. Efficient. Kind and understanding
65. Friendly and thorough
66. Nurse was helpful and helped me understand my blood tests.
67. Nurse is very friendly and makes you feel at ease.
68. Prompt attention to my request and follow up appointments
69. The Nurse was so friendly, very polite and just a lively warm presence.
70. Nurse was extremely informative, polite and caring.
71. The nurse was very knowledgeable and understanding.
72. Very professional and courteous
73. I thought the GP was excellent.



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74. When I saw the nurse yesterday for my Asthma review it was very comprehensive and informative.
75. My problem was dealt with thoroughly. The doctor was friendly and approachable.
76. Punctual appointment with the nurse— she was very pleasant, and helpful with my couple of queries about the shingles jab.
77. She was very thorough
78. Prompt vaccination
79. nurse I saw for the first time.
80. Very polite and through during my apt."
81. Easy to make appointment. Sent reminders x2. Minimal wait. Friendly reception staff. Seen by welcoming, professional nurse.
82. Not long to wait in waiting room and very pleasant doctor
83. Quickly arranged appointment
84. I didn't have to wait past my appointment time
85. Fantastic service as usual.
86. Appointment went well. Dr very reassuring.
87. "Nurse was very friendly, courteous and professional at the same time.
88. Always has a beautiful manner and humour with her patients. She takes her time to listen also. She makes you feel comfortable, especially as you have a very short space of time during your consultation and the professionals don't always know much about you really, whilst we're trying to explain things. As patients we can forget things we want to tell on the day, so makes a huge difference being listened to.
89. Also brilliant to have weekend appointments.
90. Thank you very much"
91. Got my time mixed up and was helpful and didn't send me away and I was so glad as it was freezing thank you so much
92. The reception staff are polite to me when I need help and the doctors and nurses are polite and listen.
93. Very good service
94. No nonsense in and out
95. Quicker response to request to see a GP, not to long a delay once at the surgery. GP listens to my concerns and helpful in replying and giving information of process.
96. Very fast and on time
97. As usual Dr was very friendly and didn't rush my mum. We wish him a happy retirement.
98. Dr was brilliant after my recent stroke
99. Dr was brilliant with my little girl. She spoke to her and made her feel comfortable before quickly diagnosing the issue. We'd been told on her previous visit that she may have had scabies but she reassured us it was eczema and gave us the correct treatment.
100. The reception staff were really welcoming as a new patient and very caring and supportive. The GP I saw was very person cantered, helpful and caring about my situation
101. All doctors we have had appointments with recently have been very good.
102. Dr was very good and extremely helpful.
103. Considerate, helpful & quality service as always
104. I attended an Asthma Review and the practice nurse had a good understanding of my symptoms and the medication I am prescribed. Based on my review we both agreed that my condition continues to be well managed and that nothing needs to be changed at this current time.



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105. Doctor listened and spent time discussing my symptoms and steps to be taken
106. Lovely doctor & one great receptionist
107. Dr listened and was very helpful. It is nice to see a doctor that doesn't just stare at his computer screen.
108. "Dr is always brilliant and spends the time to explain things and you don't feel as though you are rushed in and out.
- 109.
110. My daughter and I have had appointments in the last couple of weeks with the doctor and been brilliant on both occasions."
111. Nurse is very patient to explain to me about the smear test to ease my worries.
112. Was very quick and on time.
113. Appointment on time, practice clean, friendly and professional staff
114. Receptionist was friendly and helpful I was seen to by the nurse and as always she was fabulous I had my injection and didn't feel anything she is so experienced and always happy to have a chat
115. Very quick and efficient but not rushed. Very punctual.
116. I was quite concerned about a few things and I got a response immediately and saw a GP the next day - I was really pleased with how I was treated - and (thankfully) nothing to worry about but made a huge difference to me knowing that / thank you - as always
117. Good customer service ape coal Receptionist very good Telephone manners
118. Efficient, friendly and empathetic service.
119. Seen on time and quick, efficient procedure
120. Very efficient
121. The Nurse was amazing
122. Seen on time and handled my symptoms well
123. Treated with care and attention
124. Fast and friendly
125. Doc very professional listened
126. Very professional
127. Effective response and friendly treatment
128. Staff and nurses always very pleasant and very helpful.
129. Very good because I was extremely nervous, but Doctor calmed me down
130. "No waiting doc had good advice,
131. Personable, and girls at reception spot on."
132. Everything was very easy
133. Was dealt with quickly and with no fuss.
134. Quick and thorough response on my initial phone call and a quick appointment where I received helpful advice and action from the doctor
135. I never seem to have any issues getting an appointment and Dr is a credit to your practice.
136. This is my second appointment with this Dr., and he has been absolutely fantastic, warm and showed real interest in my issues. I have been massively impressed.
137. The lady was nice
138. Lovely doctor and staff
139. Staff, very friendly and helpful
140. Doctor listened and was very thorough.
141. Asthma nurse, great.



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142. Asthma nurse, great.
143. Only a very short wait to see the doctor
144. Seen on time, the appointment was on a Sunday which helped with my work schedule. The assistant practitioner was lovely very professional and made me feel at ease.
145. On time and consultation was good, will possibly follow up, which is ensuring.
146. Good service
147. GP was very friendly and approachable. Reception staff as helpful and lovely as ever
148. "Friendly helpful staff
149. Very efficient and my appointment was on time Dr was amazing felt very much at ease"
150. The pharmacist was very well informed and very knowledgeable
151. Dr is amazing, so informative and understanding 😊
152. Nurse was informative and made me relax during an appointment I was initially anxious about and professional throughout
153. "Attentive GP
154. Listened, checked me over and prescribed
155. Ease of getting the appointment"
156. "All the staff are very pleasant
157. All the staff are very pleasant, and the nurse was very kind and said she was so sorry for my loss."
158. Very helpful and explained everything
159. Professionals I saw were lovely and answered all my questions
160. Nurse, I seen was very kind, approachable, knowledgeable. I was having a smear test so not the most pleasant thing but was made to feel at ease and felt fully in control and informed throughout.
161. Friendly staff
162. Receptionist was very helpful and got me an appointment
163. Friendly and helpful. Warm environment
164. I felt it was a very comprehensive Diabetic annual review and am very satisfied with the checks undertaken.
165. On time, professional and thorough.
166. Because I was seen on the day I phoned, just like the old days
167. Nurse was very thorough, with my Asthma review. Gave me lots of advice, and to get back in touch if I have concerns.
168. Excellent as always
169. Great work done by the whole team
170. The doctor listened and was very pleasant. Please thank her for me
171. Very understanding and helpful
172. Excellent consultation I was given time to explain my symptoms and doctor took time to listen to me, made me feel at ease and I have full confidence in him
173. "Dr was really kind and helped me understand what was needed to be done next.
174. Thank you"
175. I find ask my gp very efficient. The doctor was very kind and caring but still professional.
176. My appointment time was on time and I received an excellent consultation.
177. Got an appointment really quickly Dr was extremely helpful and caring
178. It was a very person centre level of care I received.



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- 179. Appointment on time and was dealt with very professionally thanks
- 180. 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.

Good

- 1. I felt that was not rushed and that I got chance to explain how my body was feeling and the Doctor was very thorough.
- 2. Doctor was attentive
- 3. I was pleased I didn't have to wait too long for an appointment
- 4. Friendly staff although consultation was rushed & there was no effort to establish who was who upon meeting which I think affected rapport.
- 5. Once I was able to attend a face-to-face appointment the service as usual was very good. However, I've marked as 'good' due to a lack of communication regarding the appointments service.
- 6. The staff are very polite and helpful. As I was nervous about coming in but at the end, I was happy that was seen to.
- 7. My concerns were handled in a professional manner
- 8. I'm enjoyed about visit
- 9. I don't go very often but when I see the nurse she's brilliant
- 10. I was booked in for a blood test with nurse but couldn't book in on self-booking system as it didn't recognise my details. Receptionist checked and said I'd been 'double booked'. The nurse was very accommodating and as always, pleasant, and the blood test was done, as it was your error. I did get an appointment for Saturday morning but, as the forms weren't prepared/approved, I had to forego it when literally hours after, they were, and I lost the appointment and consequently got the Monday morning slot.
- 11. See in in time. Nurse very nice
- 12. After an examination the doctor explained this diagnosis and answered the questions that I had about it. He also provided information about how to progress resolution of the problem
- 13. the doctor was very good
- 14. Staff were efficient and I didn't have to wait too long.
- 15. I got an appointment quickly. The doctor offered a suggestion as to the best way forward.
- 16. Self-check in on arrival, good waiting area
- 17. Dr was good polite, understanding and listened
- 18. Lack of communication when my appt was cancelled due to technical problems

Neither good nor poor

1. Appointment was for blood test was told booked in for smear. Bloods could not be done...too late in the day. Had to rebook
2. Three weeks ago, I was expecting a phone call for a consultation
3. Three weeks ago, I was expecting a phone call for a consultation
4. I felt the GP lacked experience and empathy and treated me like a textbook case rather than considering my whole situation. I appreciate this may be due to lack of experience with patients and I have been referred for blood test

Poor

1. I didn't feel like I got to explain how intense the discomfort in my ears is. He checked but did not take a swab and that was how the ear infection was detected a month ago. They are very itchy. As I was trying to explain more. He told me I only had 10 minutes and he could only deal with one condition at a time. I could not remember when I was originally diagnosed with vestibular migraine I could not recall and asked if he could check on my notes and he said there was too much to read through.
2. I had to wait over half an hour for my appointment.
3. Had an appointment yesterday and it was running 20 mins late so I cancelled at the desk and was told a new appointment would be sent out that day ... Still waiting
4. I was told I did not have a urine infection by Flixton Road but ended up in Trafford General the next day with one diagnosed by the Urgent Care GP.
5. They didn't give me any advice about pain relief when I said how much pain I was in. They didn't advise me about when results of tests would be available and how to access them

Very Poor

1. I waited 30 minutes and was still not seen. I went to desk to find out there was another person still to be seen, no alternative appointment given
2. My appointment was given by the surgery with a Dr however the doctor who saw me didn't have any idea why I was there.
3. You never called me.
4. Phone me and ask me if anyone reads these, thank you xxxx xxxx xxx if no one rings I will assume that these reviews aren't read!

Please tell us about anything that we could have done better

Very good

1. Nothing
2. All good
3. Unless you can make a bigger car park nothing
4. Nothing at all
5. N/A
6. Nothing
7. No, it all went smoothly and to be honest I was glad to speak to her face to face. I appreciate it could have been done over the phone but this felt more natural.
8. No
9. Nothing
10. Nothing everything was excellent
11. N/A
12. Dr, did all I could hope for, thank you.
13. Nothing
14. No issues
15. Didn't know whether to wear a mask or not as there is an increase in flu
16. Self-check in doesn't tell you which waiting room. I stayed downstairs and was eventually told by reception to go to waiting room upstairs.
17. More comfortable seating
18. More comfortable seating
19. No
20. Earlier appt
21. Based on my visit I have no criticism.
22. Nothing
23. Wouldn't change a thing he was 10/10
24. I appreciate all the help Dr is doing for me. And he genuinely cares and is doing what he can for me. Thankyou.
25. Our experience of the Practice is very, very good whether on the phone, Ask My GP or face to face so just keep doing what you are doing, for us you are the tops.
26. Nothing, 1st Class
27. No, I think you are doing an excellent work already
28. Put on screen if you should wait upstairs
29. Nothing
30. Whether I should be wearing a mask or not
31. The receptionist I spoke to over the phone on the morning of my appointment was abrupt and seemed exasperated, she didn't say goodbye at the end of the call.
32. Not a lot
33. No
34. The service was very good
35. He could not have been better
36. Nothing
37. Nothing on this occasion.
38. Let people know if their consulting room is upstairs, I didn't even know there was an upstairs



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39. I don't think so
40. Nothing
41. No everything was fine
42. Not that I can think of at the moment, happy with all.
43. Nothing
44. Nothing
45. Nothing
46. Nothing. The practice nurse was very helpful. Thank you.
47. Not applicable
48. Nothing
49. Perfect service.
50. N/A
51. Nothing
52. Nothing
53. No
54. None it's absolutely good
55. Nothing as the Nurse was so great to me thank you
56. None
57. Non
58. Don't think anything can make it better
59. No, you are right on the money!
60. Nothing, the service is much improved
61. N/A
62. No.
63. No.
64. No
65. Nil
66. NA
67. Nothing
68. Everything is perfect!! 😊
69. N/a
70. "No issues
71. I always find the GPs polite and helpful"
72. Nothing
73. No
74. Nothing, was 5* experience
75. Non
76. Phone took a long time to be answered
77. All was good
78. Not at this time.
79. Nothing really
80. Nothing
81. nil
82. Wasn't anything that needed to be better
83. No.
84. Nothing

Good

1. Give people the time they need to be seen explain what they are going through this is as equally as important as the diagnosis and treatment they receive
2. Please put on my records. It's my right knee that locks from time to time. But both knees aren't right. So, my other knee may start having this problem as well.
3. I'm not doing well and ive no one to talk to. Im frightened, and so worried how im gonna manage with my symptoms if they go worse. I have endless worry about my knees and my ability to work and even go to shops. To earn a living i have to walk which will i suspect cause more friction on my knees, i have been frightened to death when my knee has froze, i couldn't walk at all. I could do with a free bus pass, which may help alleviate some of my anxiety as well. I need help with applying for this, i honestly get stressed and its easier if someone can help me. I know i can walk but its obviously gonna go worse. Please will you pass message onto Dr. Many thanks
4. On this occasion I asked for a same day face to face appointment. If it was decided on triage that I was not going to be given an appointment that day maybe this could be relayed via Ask My GP. It was only on phoning the surgery I was told I'd be contacted within the next few days.
5. I wait 10 days for visit
6. Maybe not have to wait too long past Appointment time
7. Maybe if the form was 'pending' still approve the appointment and issue the forms within the time period before the appointment time? I don't know how your system works so maybe this isn't possible, just a thought? The staff were all pleasant and it was no inconvenience to me but would have been to the workload of the nurse, who was lovely.
8. Everything about my appointment was efficient and I was happy with way my issue was explained to me after the examination
9. when you book in and it says doctors are on time but you have to wait 14 minutes
10. N/A
11. I have annual blood tests. I never get any feedback as to the results of those tests or whether any lifestyle changes would be appropriate. It would be helpful if results were automatically sent to the patient.
12. Nothing
13. Trying to just call and make an appointment without having to answer questions
14. Text to say that I hadn't been forgotten!

Neither good nor poor

1. Book right time appointment for the right cause
2. The receptionist said its okay you don't have to book it the doctor will have it on your records when it was the doctor who requested it still waiting have put a request in for repeat medication not received yet
3. The receptionist said its okay you don't have to book it the doctor will have it on your records when it was the doctor who requested it still waiting have put a request in for repeat medication not received yet

Poor

1. Given me more time to explain my and to listen to me and not dismiss my symptoms
2. Be more time efficient. I also don't think the doctor gave me the correct diagnosis I'm still suffering with chronic pain which is only getting worse
3. "Do as I was told would happen
4. I need the appointment but I had to get to work"
5. I felt a distinct lack of interest in my condition when I messaged via Ask My GP the day after my urine sample had been tested at Flixton Rd, "you need a blood test and we don't do them here" was a real fob off.
6. Advised me about pain relief while I await a referral appointment, and what I should do if the pain worsened. Also, when I could expect results of tests and what to do in the meantime to help symptoms

Very Poor

1. Inform people of such a long delay
2. "The doctor should have reviewed my file before seeing me. I already have many issues with diabetic high BP. Even my blood pressure was not checked saying the previous result was sufficient.
3. With which doctor the appointment fixed I would like to see the same doctor and no one else. Thank you"
4. Actually called.
5. Have a system that works on the day