

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: September 2024

Total Responses: 221

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 *

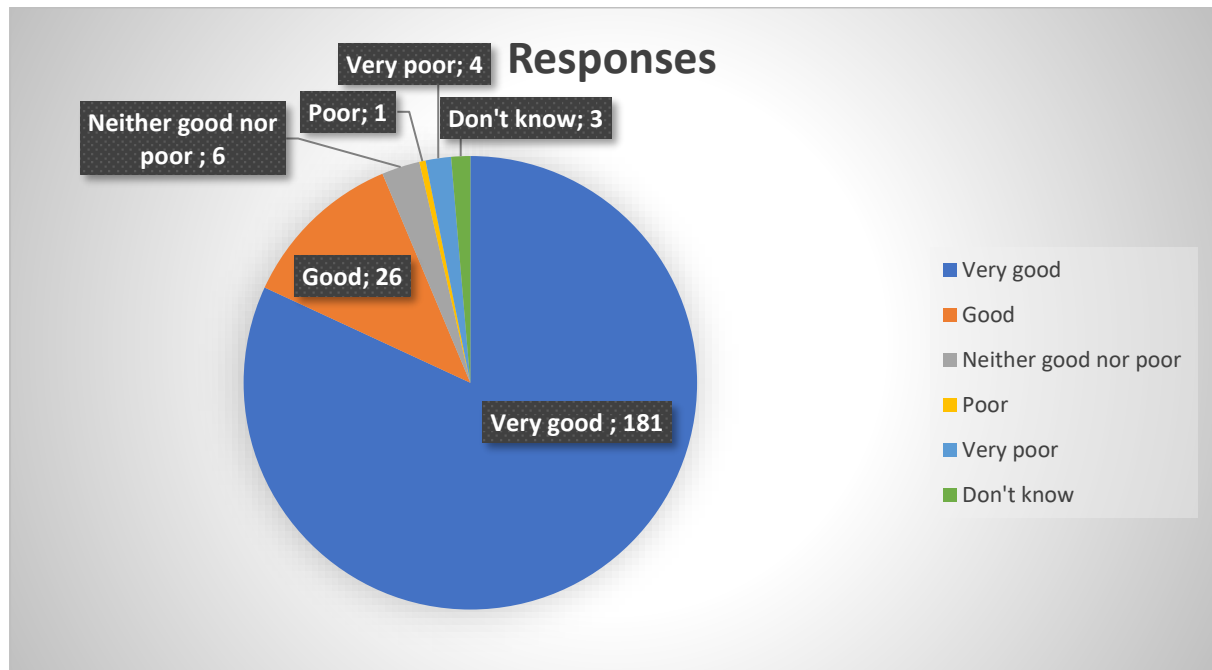
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **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	181	82%
Good	26	12%
Neither good nor poor	6	3%
Poor	1	0%
Very poor	4	2%
Don't know	3	1%

Please can you tell us why you gave your answer?

Very good

1. Absolutely amazing practice & they look after you as a patient
2. Doctor was absolutely outstanding
3. Dr is brilliant, lovely manner.
4. He answered the reason by I was coughing and also, he helped with another issue even though I was there for the one issue.
5. Was dealt with in a very friendly and professional manner.
6. Great help and had time to listen to me.
7. Dr is excellent at explaining things in basic terms n very patient and understanding. Fantastic doctor. Very fast appointment scheduling
8. Quick appointment, Dr listened carefully and discussed the issues. Felt my issues were taken seriously and have a plan of action for the next couple of weeks.
9. Up to now I have received good care. I particularly commented Dr for patience and understanding.
10. Seen, pretty quick.
11. Efficient, caring and excellent
12. Complete plan and treatment of my ailments followed by prompt blood tests
13. Appointment was on time. Fantastic doctor
14. GP seemed to give his full attention to my concerns and was very good with the little one.
15. The doctor Dr was very pleasant and explained and put my mind at rest.
16. I was very pleased with the way I was treated.
17. On time great service
18. Nurse saw me early. As got there myself early
19. Easy to messages once phone set up
20. Quick and efficient
21. Polite and professional in all departments
22. Quick diagnosis of my problem Booked an appointment at the hospital for me and supplied cream's to be going on with.
23. Didn't have to wait. In and out quickly. Very helpful doctor.
24. Dr is always very good at listening and looking at his patient. He is the reason we stay at the practice
25. Quick and easy and lovely with child
26. Appt was on time and the Nurse was very helpful
27. The doctor was kind, super knowledgeable, patient and gentle. Perfect.
28. I have been to all three nurses over the last two weeks, I can honestly, they are all amazing, friendly, helpful, and reassuring.
29. Seen on time. Knowledgeable friendly doctor.
30. Dr was very attentive, appointment was on time, great service
31. Seen. Quickly, doctor very good, and listened to me.
32. Because she listened and gave me a diagnosis followed with a course medication and a follow up problem sorted



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33. Staff at reception very helpful. Seen G.P. that was assigned to me. Very understanding. Facilities in building very good.
34. Staff at reception very helpful. Seen G.P. that was assigned to me. Very understanding. Facilities in building Very good
35. Because she listened and gave me a diagnosis followed with a course medication and a follow up problem sorted
36. Efficient appointment with clear info and next steps
37. On time, efficient, great service
38. On time, lovely staff
39. Nurse very informative and helpful. On time. Appointment easy to book.
40. Efficient, on time, sorted problem out 🙌
41. Member of staff rang in sick. Reception team efficient in arranging new appt. Even managed the same day
42. Listened to my particular problem bad chest that previous treatment not effective. Changed to a different antibiotic added steroids to help and added a chest Xray. Also added a blood test requested at a cardiology appointment at Wythenshawe earlier also yesterday.
43. Dr dealt with my autism ocd daughter very nicely. That to me deserves praise
44. Prompt efficient service. Friendly helpful staff.
45. Nurse was absolutely lovely. Put me at ease with the taking of blood
46. Helpful and efficient
47. I got face to face appointment on the same day and proper treatment also
48. the locum Dr was just lovely.
49. Had a problem but was dealt with quick and efficiently
50. The doctor was extremely helpful, and his advice was Very good.
51. The doctor was excellent and very thorough
52. Understanding. Quick response.
53. The doctor was very empathetic, thorough, on time and explained everything.
54. Very helpful with trying to resolve my issues, very speedy in sending me for relevant tests and X-rays and so forth
55. Staff are very friendly and helpful.
56. Nurse was very informative about what to expect following smear and told me about hpv vaccination for children
57. Quick response
58. Didn't wait very long before being seen. The nurse was very helpful.
59. Quickly got an appointment and the doctor was very kind and caring towards my daughter.
60. Appointment on time, efficient staff, helpful
61. Very relaxed I was put at ease and was listened too I was referred for an MRI and two days later had an appointment three days after that the MRI was done Now just awaiting results
62. Easy to book an appointment, quick appointment, didn't have to wait long in the surgery, lovely doctor who took our concerns seriously and thoroughly investigated them
63. The nurse was very helpful and explained everything.
64. Doctor was excellent! I've not had the best experience in recent times with the Practice but he is definitely top class.
65. Seen quickly. Helpful.
66. Everything was explained fully and helpful in a pleasant manner.
67. Nurse is always kind and professional.
68. No issues easy to use and straightforward



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69. Very attentive
70. Nurse answered all my questions and was kind and fun.
71. It was brilliant service doctor was lovely and felt very comfortable talking to her.
72. Prompt appt. With GP. He listened and made me feel relaxed. Blood test made same week, nurse chatting and friendly.
73. Very good service
74. Seen in time, staff pleasant...procedure performed efficiently.
75. Seen in time, staff pleasant...procedure performed efficiently.
76. Had a long wait in surgery but doctor very apologetic and obviously working hard. She referred me for an urgent consultation.
77. Amazing experience again with Dr. He always listens and is approachable and friendly. A credit to the practice
78. The doctor I saw listed to me and helped fully with my request
79. Very thorough and friendly.
80. Polite, friendly and professional.
81. Dr was very meticulous and thorough with my son's problem.
82. The receptionists and medical staff were patient and kind. No rush. Always a reassuring experience.
83. Quick and helpful
84. GP was friendly and thorough and listened without rushing me
85. On time. Very pleasant nurse
86. Excellent
87. I was in and out in ten minutes
88. Nurse had a lovely manner, and very approachable and thorough. Since moving to Flixton Medical Centre I've had excellent treatment and help with trying to get used to a new Surgery. Nothing
89. On time and Nurse is brilliant.
90. Doctor explains your problems and goes into detail regarding treatments and diagnosis of your problems.
91. Doctor explains your problems and goes into detail regarding treatments and diagnosis of your problems.
92. Such a lovely lady
93. Dr. was very patient with me, listened to what I said, she is very thorough didn't rush me off. Hope she doesn't leave the practice, credit to it.
94. Efficient answering of questions. Appointments running on time
95. nurse is very approachable and understanding.
96. Treated politely.
97. I phoned in the morning the receptionist was lovely and I saw a doctor at 1pm the same day
98. Saw Dr very nice, patient young Man helpful, knowledgeable all I could wish for in a doctor.
99. Easy and efficient to make the appointment and it was with a really lovely nurse who made me feel safe and at ease.
100. Very nice doctor
101. Very nice doctor
102. Nurse was fantastic.
103. I feel using ask my gp is easy and I feel I am allocated an appointment when it is necessary. Dr who I had an appointment with a few days ago was very friendly, welcoming, listened and explained very well what she was going to do.



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104. I was seen promptly with my problem and every one at the practice was very helpful.
105. The doctor was very understanding of my problem
106. My app was cancelled on Sat am due to staff illness. They contacted me to cancel.
Managed to have bloods taken later the same day (Sat)
107. Very reassuring and puts me at ease
108. Having weekend appointments is great and it was so efficient
109. Very helpful and thorough doctor who covered all bases
110. Quick service. Very understanding and helpful
111. Dr is lovely makes you feel at ease.
112. Efficient and organised
113. Doctor was excellent. Explained everything and made a referral straight way.
114. Dr was so kind, professional, and empathetic. I came away feeling listened to and that action was being taken, as well as empowered to manage my own health.
115. Professional friendly respectful and helpful
116. Receptionist was friendly and advised me clearly
117. Appointment on time, friendly staff, nurses caring.
118. Self-check in was easy didn't wait at all for my appointment was on time. Second appointment had a 10-minute wait which was acceptable.
119. I was treated well and had all my questions answered, plus the appointment was quick.
120. Prompt and excellent HP
121. On time to see Dr, she was very pleasant and caring.
122. Got appointment quite soon
123. Prompt and helpful
124. I had blood taken by nurse. She was professional and informative and put me at ease.
125. He took the time to explain everything with me so I could understand. I didn't feel rushed and if I had a question he answered it. So pleased and he was so helpful
126. U were very quick to give me appointment and also the doctor who sore me gave me a full check-up due to be explaining I have copd and my worry I was about to start with a chest infection and was able to reassure me I was fine.
127. The nurses go above and beyond to make you feel at ease and if you have got any other issues, they will listen to you without pushing you out of the door and did an askmyGP for me while I was there?
128. Was seen without too much of a wait and was happy with the treatment I received.
129. Got in same day excellent communication was also examined same day very professional.
130. The doctor was excellent in all respects- respectful, pleasant, and thorough. She made me feel better not only medically but also mentally by accepting my personal circumstances were very difficult to bear especially the loss of my wife.
131. Nurse was amazing. Very caring nature, professional. Just a lovely nurse
132. Very efficient and on time
133. Never had bad experience
134. Great practice
135. Excellent service, quick response. GP always has time to listen to concerns, empathetic and understanding.



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136. I had another appointment with practice nurse regarding my current health worry. Again, nurse put my mind at rest, and I left the surgery feeling relieved and armed with new knowledge on moving forward.
137. Quick, speedy and friendly
138. Service was brilliant and I was seen on time
139. Quick and friendly service
140. Professional, skilled and helpful
141. I was seen on time and Nurse was excellent taking my blood.
142. Prompt replies.
143. Appointment with nurse, always very professional and easy to talk to.
144. Excellent service by receptionist and GP's
145. Staff members were very supportive.
146. Always a great caring practice
147. Quick and efficient. Friendly staff and very helpful.
148. Very efficient booking process and the Nurse who took my bloods was excellent.
149. Dr listened. Very pleasant. We had a good laugh, but everything was taken seriously.

Good

1. Same day appointment and the Dr was great.
2. Requested a blood test. Had an appointment easily arranged for the practice. The appointment ran to time.
3. Helpful and efficient
4. I always get a sympathetic receptionist to help me and arrange an app. If necessary. As an elderly patient I find that very reassuring and feel I can ring them for advice. I do not wait too long for apps. And the Drs do listen and try to help within their restrictions from the health service.
5. I waited for 20 minutes even though the sign in screen said it was on time
6. Seen on time and nurse was friendly and efficient
7. Early morning appointment but not seen on time
8. Quick convenient
9. The visit was good, Dr is great, very attentive and has a great bedside manner. However, trying to call the surgery is a different matter...I'd score this 1. First in the queue...I waited 8 mins and no one picked up
10. Thank you. Everything was constructive and fast. received answers to all my questions
11. Examination was as expected, and Dr gave advice.
12. I was seen quickly and felt like the appointment was thorough and a solution found quickly.
13. Just Very good
14. Satisfied with the service received, staff were very accommodating and empathetic
15. Dr was excellent explaining things and put me at ease.
16. Because I had good experience nurse talk with me about my health issues and give me follow up appointment.
17. Lovely staff, great Doctor but could have done with a quicker appointment. Do understand why, as it wasn't emergency but had shingles so could have started medication sooner
18. Lovely staff, great Doctor but could have done with a quicker appointment. Do understand why, as it wasn't emergency but had shingles so could have started medication sooner
19. There's always room for improvement. I did have to wait a while to get the appointment



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20. I was happy with the GP'S advice given and felt comfortable to share my problem.
Receptionist was friendly too.
21. The service from the doctor was excellent. My appointment was 20 minutes delayed however, which was quite awkward because my wife took her lunch break to come with me and her time was tight. I appreciate this can happen and is beyond control.
22. I'm a shift worker and it was great being able to choose a date from options I was given.
23. You wait to long for appointment

Neither good nor poor

1. I felt rushed
2. I was unable to keep the appointment. I woke up feeling unwell; a bit fluey. I've ordered some Covid tests
3. The nurse was lovely but I was told my results would be on the next day - this was 4 days ago.
4. Got there 20 mins before appointment but waiting another 35 mins, but dr was behind schedule so cannot be avoided.

Poor

1. Worked night and travelled back from London fasted all night to be told 20mins before appointment that it had to be cancelled

Very Poor

1. It shouldn't take so long to get an appointment for a UTI. I had to suffer unnecessary because the 1st dip sample was negative but I knew I had a UTI & was in pain. Total waste of time to have to come in & see a GP only to then be told I had a UTI meaning I waited another day for antibiotics. Also, GP only gave me 3 days' worth despite my medical records showing last time 3 days wasn't enough. Yet if I need more, I'll have to pay for another prescription
2. Fasting blood test, worked all night then travelled back from London to be told 10 minutes from appointment, it was cancelled because someone rang in sick
3. Doctors really don't want to help
4. Doctors are fine but admin staff offer very poor service.

Don't know

1. The appointment was cancelled
2. The appointment was cancelled
3. I arrived in time was called in 5 mins later so no wait time at all. I was greeted by the GP who was very personable and listened. After discussion I received an informative and full explanation about my issue, this put me at ease and I was very happy with my consultation. I also had interaction with reception in the way out who were very helpful and friendly.