

**Flixton Road Medical Centre**

**Friends and Family Test Feedback Report**

**Please be aware that the volume of responses during this testing period was limited. This was due to the overlap with bank holidays and ongoing website migration, which may have affected participants' ability to engage fully with the test.**

**Month: April 2025**

**Total Responses: 29 (1-4 April 2025)**

**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 \***

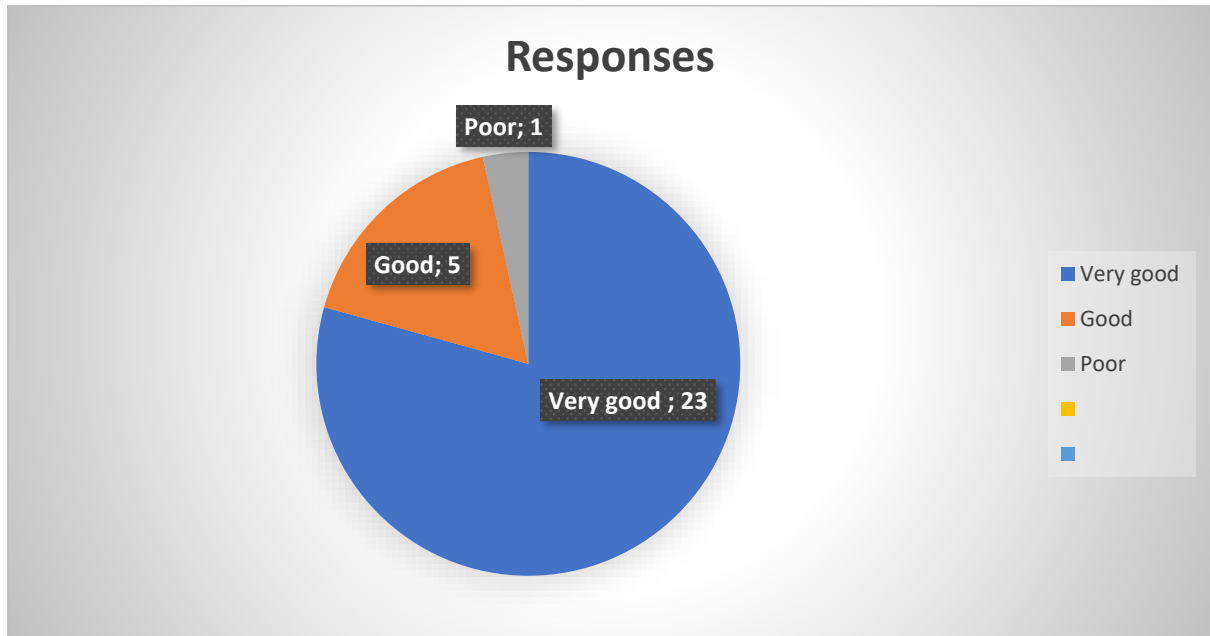
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- ☒ **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	23	79.31%
Good	5	17.24%
Poor	1	3.45%

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

**Very good**

1. Very simple, everything explained well done quick and well
2. "Seen on time by the nurse who took my bloods
3. She was very nice & pleasant"
4. Efficient and friendly service throughout.
5. "Prompt appointment.
6. Very informative practitioner"
7. "A very straight forward appointment"
8. The nurse was friendly and very thorough
9. Great service
10. The nurse was just fantastic in every way. Friendly, informative and just super. Turned my day from a dreaded nightmare into a sunny day
11. First time going in there and they were extremely helpful
12. The staff are very professional and approachable, and I've received a very good service both over the phone and in face-to-face appointments.
13. professional, caring & thorough
14. Felt my neck and ask questions and was approachable
15. Dr was personable, as always, and gave me best advice
16. The injection was carried out very easily.
17. Very friendly and helpful
18. Made to feel very comfortable
19. Because I was seen the same day
20. Efficient service excellent staff team, everyone supportive and kind when dealing with lots of different people in reception area
21. Informative, listened to my opinion, cared
22. The doctor I seen was really understanding. Friendly.

**Good**

1. Saw Dr he was lovely
2. All went well and was able to discuss my issues with the Dr. Staff were helpful.
3. Friendly GP
4. The doctor was helpful

**Poor**

1. I've never had a bad experience at this practice until recently. I had an appointment for my child it wasn't a same day but within good time. We arrived 10min before our appointment time (as you do). There were 2 other people already sitting there but I assumed there would be multiple medical staff to see different people. It got to 10mins past my appointment time, so 20min all in all I had been waiting so far...and a GP walks in. I immediately knew that was our GP. So, we were seen 1 hour (60 mins) after we had signed into our appointment. The two people who may have been there for 30mins prior to me were waiting for the same GP. Nobody had told us the GP was not in the building nor was he running late. I sat with two poorly children for 60mins. It was unacceptable.

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

**Very good**

1. Nothing.
2. "The receptionist was not rude but not Very welcoming either"
3. Nowt
4. Nothing - maybe turn the heating off in the waiting room
5. quicker reply time on ask my gp
6. Happy with the Surgery as it is
7. Nothing, everything said would be done is done and in an efficient way, thank you all for all your focus on everyone health and well being
8. Receptionists are rude and think there doctors

**Good**

1. Not sure
2. Not waiting too long when booked appointment otherwise fine
3. Receptionists make appointments over phone instead of having to use ask mygp

**Poor**

1. If you know a doctor is running late, I think it is best practice to let your patients know. I mean he shouldn't have had patients booked in the times they were if he was unable to get to the clinic on time. You would not see a patient who was past 10mins late never mind a doctor who was clearly around 45min late for his 1st appointment.

**Other Comments**

2. Don't have a LOCUM GP in the practice who cannot get to the evening clinics on time. Or at least let everyone know when they book in the situation. So, if they wish they can rebook for the next available appointment as it wouldn't be their fault they couldn't wait a long time in a very warm stuffy waiting room.