

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: June 2025

Total Responses: 224

Friends and Family Test

Overall, how was your experience of our service?

☐ Very good

☐ Good

☐ Neither good nor poor

☐ Poor

☐ Very poor

☐ Don't know

Why did you answer that? **Optional**

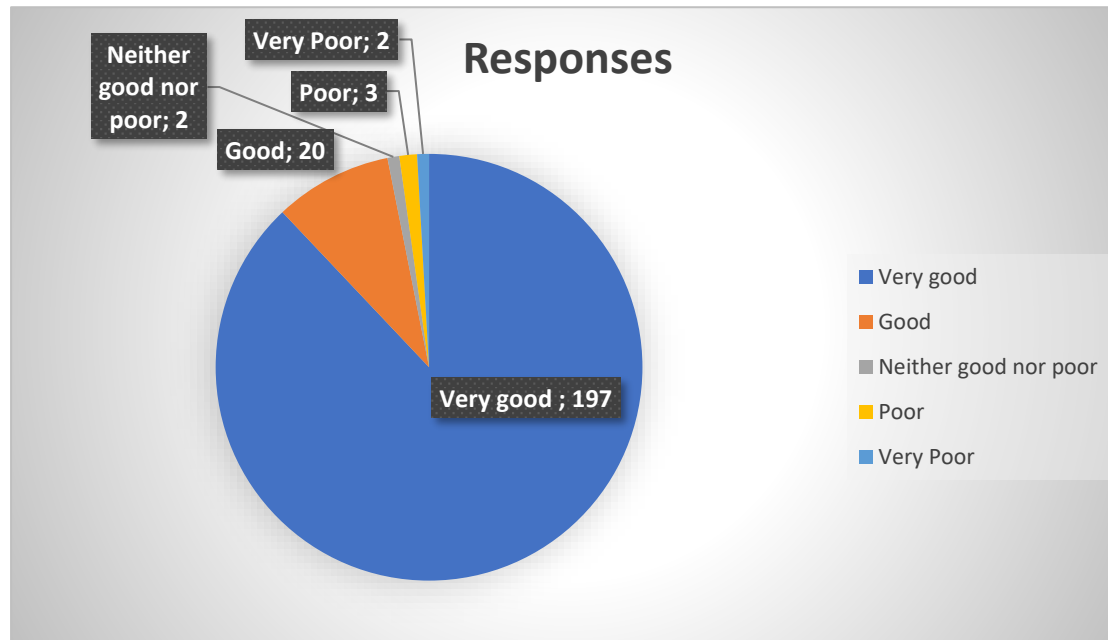
Please tell us anything that we could have done better? **Optional**

Any other comments **Optional**

Submit

Thinking about your GP practice

Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	197	88%
Good	20	9%
Neither good nor poor	2	1%
Poor	3	1%
Very poor	2	1%

Please can you tell us why you gave your answer? / Please tell us anything that we could have done better?

Responses: Very good

Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
Very happy with the care I got, very friendly nurse.		
The nurse was very helpful and kind		
The nurse was very helpful and kind.		
All on time and nice nurse, thanks		
All the receptionists Doctors and. Nurses are lovely helpful and concerned, your a great team x	Nothing	
Listened and very understanding		The doctor has been very supportive with all of my childs issues and listens and wants to Help
Listened and provided a solution		
My appointment was thorough and well explained.		
Doctor was direct to the problem		
Appt on time friendly	Everything was great	
I feel like the Dr did everything she could to put my mind at ease plus she has done everything to help me get the necessary tests I need to take things to the next stage. Thank you		All staff were very friendly.
I had a list of questions for my asthma nurse which were all answered and the advise given by him was taken on board.		I was given a follow up appointment so hopefully we will see an improvement on my next visit.
Nurse was respectful and friendly and asked careful questions that helped me talk through the problem.		Thank you
Nurse was thorough and followed up on relevant points after listening carefully and was able to suggest a possible route forward.		



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Because I have had a really good service from the practice, they have treated me well	I was happy with the service I received	No
Really helpful and great with my 6 year old child		
The doctor explained things really well and was able to look at another condition while I was there	N/a	
Professional, knowledgeable and helpful nurse		
Can get appointments easily. The person who took blood was pleasant, efficient and very professional. I trust every member of the staff at my doctor's office to take my concerns and symptoms seriously and advise, or act according to what I might need.		
Receptionist got me an appointment the same day and the doctor was brilliant	Nothing	
Great nurse and looks after me	Nothing	
Straight forward on time appointment	Nothing	I've always found this surgery to be very good
Seeing a health professional who listens.	Nothing	
The nurse was very friendly and polite. They seemed to understand what you say and listened.		
Professional, knowledgeable, reassuring, friendly.	Nothing	
fantastic doctor - they were really helpful with my issue and took it seriously		
I have heard from quite a few people who aren't happy with the practice. I am happy with the practice	Man the phones	No
Felt listened to and understood.	Excellent as always	
Went to see doctor, after I contacted ask my GP, appointment on Sunday morning, blood test arranged for next day, due to my cancer history.	Great advice and acted quickly.	
Because it was very straightforward	Nothing	Clean and friendly environment
Seen dead on appointment time		
Proactive communication	Nothing	None
Very helpful		
The Nurse's I seen over two days were very pleasant and very professional, I had a chat to both nurses and I felt very at ease .	Nothing.	I think all the staff at Flixton Medical Centre are first-class.
Appointment choice at a convenient time to me. Prompt polite treatment	Receptionist looked a little unsure how to deal with me at reception, with no	



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	charisma. Maybe a little better training	
Really quick appointment, the Doctor really listened to me & all my problems, was excellent. . Many Thanks.		
Went in early very polite		
Dr was an excellent support. they listens to our concerns. the advice and support have been invaluable.	None	
Thought the nurse was so professional and very friendly, put very much at ease	Don't think it could have gone any better	
Appointment was on time and I had a comprehensive consultation and clear explanation of what was wrong.		
The nurse was very professional and answered all my questions to my satisfaction.		
I always find Flixton Road Medical Centre very efficient and well run.		
Because the doctors whoever I see are very polite and actually seem very caring.	Nothing.	None
The Dr I saw is probably the best doctor I have seen at the practice in years. they takes an interest in your problems and does not dismiss your symptoms. The doctor is genuinely a caring and intelligent doctor. Let's hope they stays rather than going round the revolving door that we seem to experience at the practice.	Could get prescriptions out on time!!	I don't usually come to the doctor because I have had such poor service at this practice, but it was a pleasure to be seen by this doctor, I actually felt I was getting somewhere.
The Doctor was lovely, listen to my problem, then took the time to actually talk to me and explain everything to me		
Warm and friendly staff/ easy to get an appointment	N/a	
Because I was treated very well by Dr	Everything was fine.	
and they made me feel at ease.		
The receptionist was wonderful and did AskGp for me. The appointment came through quickly. GP was caring, put me at ease, and was very responsive to my medical needs.	Get rid of AskGp, I was lucky that whoever i spoke to arranged it for me. It came in during Covid, no longer required	
Nurse was lovely and very informative. Made me feel at ease throughout my appointment		
Prompt response on ask my GP and an early appointment		
Because I am happy with the service I get from my doctor		



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From requesting an appointment and the process after was smooth and easy.	I do think appointments should be made sooner in some cases, maybe more personal contact than just by text/messaging.	I think patients in some circumstances could benefit from having one or two GPs only looking after them, more of a personal touch.
Appointment on time and good discussion with the GP. Follow up appointment in two weeks. Thank you		
Professional,very helpful with advice and follow up treatment		
Dr, is always very caring, polite , understanding, always smiling, makes me feel at ease. Hope she doesn't leave the practice, a credit to it.	I don't think anything, everyone is polite and helpful. May be a water station and background music.	
Not just this occasion. I've found that you respond and act timely and appropriately every I've asked for your help.	Tea and crumpets at the appointment would be lovely.	
Thank you again		
Because the Dr explained in great detail what needs to happen.	Nothing.	No.
The Nurse was very welcoming and friendly. Asked if I had any concerns with regard to my health situations currently. I attended for a B12 injection which I was given without fuss or hinder, I found my appointment and treatment to be excellent.	I found everything to be 100% cannot faulted any part of the service provided.	
Thank you, Flixton Medical Centre Team.		
Dr. explained everything to me, they are very thorough.	Couldn't do anything better	
Dr listened to me which is v important and then gave me good advice which I will take forward. Thankyou.		
The nurse I saw was gentle,understanding and explained things in a way I could understand.		
Had enough time to talk through my issues with the Doctor without being rushed	Nothing	
Had enough time to talk through my issues with the Doctor without being rushed	Nothing	
Great receptionists very helpful and good doctors		
The Dr was really kind and thorough explaining everything clearly to me.		
I was seen by the doctor on time. Had a couple of issues but he was excellent and took the steps necessary for me to get a referral and have my bloods done.	Nothing everything excellent	



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Doctor listened to me and explained what has to be done in a way I understood his manner was caring and also very professional as in every time I have seen him	Nothing more can be done 100%	
Prompt service		
Your admin went over and above, reminding me to sort out an appointment, then calling to give me, because there was availability the very next morning. I'm very grateful		
Everything was on time, the receptionist helped either scanning a letter for my records and the GP was very helpful.	Positives experience so nothing better	I have found my recent visits helpful with the doctors I have seen knowledgeable, attentive and approachable. Thank you
The doctor was thorough and patient, discussing opinions clearly with my child.		
Very friendly, personable, caring & knowledgeable doctor. they listened, asked questions then provided their advice and recommendations	Nothing could be improved 10/0	
Fast efficient service and good patient-practitioner relationship		
The doctor was excellent very reassuring and patient.		
Consistent level of care shown	Nothing	
On time, good care, great with reassuring my daughter		
Treatment and care us good just takes far to long to actually be able to been seen 😞	To been see earlier when my rash was just across my lower back not when it reached unbearable levels and completely covered my back arms and legs 😞😞😞	
Because I came away feeling reassured in what both doctors were telling me		
The doctor was very pleasant and easy to talk to		
I felt at ease and urushed during my appointment		
Helpful staff and a reassuring discussion with the dr about the way forward.		
Friendly helpful staff		
Because it was. Everyone is helpful, lovely and professional	I can not think of anything	
Quickly seen		
Dr. was very, careful helpful and attentive with me. Thanks a lot dr .		
The staff was very helpful. If you are		
I was seen promptly and the dr was very informative		
Nurse Maureen is always so kind and makes me and my son feel at ease.	N/a	Please send my thanks for Maureen!



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All the Dr and nurses are all very nice and always get in touch when they say they will.		Always feel that time is given to you. Had my B12 injection by the nurse and she listened to me about my ball fall.
I was seen very quickly and also managed to return the next day for my blood to be taken for tests		
Lovely practice nurse who is very caring	Everything was fine	None
Excellent, dealing with an exceptional Dr gives you the comfort and satisfaction that you have been listened to, and treated with respect.	No, I can't think of any improvements that need to be made.	Continue providing a first-class surgery. A credit to all staff members.
The doctor has always shown an outstanding professionalism		The self-check-in computer system is so much easier than having to go to the window. For me.
The nurse was very understanding, helpful and patient. I didn't feel rushed, and they answered a lot of my questions even though I was only there for a blood test.		
Dr was really helpful and friendly. He was clear and thorough in his examination and explanation.		
I was pleased with how it went the nurse was excellent with explaining and effortlessly telling me about everything that she was doing		
As usual, the dr is the BEST!!	Please keeps the good work!!	Appreciated all the good work!!
I was pleased with how it went and the nurse was excellent with explaining and effortlessly telling me about everything that she was doing		
On time , friendly and knowledgeable team		
Appoint. On time Lovely staff	Nothing	No
Not a long wait and GP was very thorough		
No rush with Dr. Time to ask my questions	Nothing on my account	
Nurse was extremely kind to me and helped me more than she needed ❤️		I really appreciated the help I got yesterday it's more than words can describe ❤️
Friendly no waiting and pleasant	Nothing	
No delays		
No problems		
Very informative and easy to talk to.		
I was given a time to be seen for a blood test. Nurse was very helpful, explained what she was doing and why.	All was fine, friendly and professional Nurse.	
Nurse was great. She took care of me good and she was very attentive to the situation.		
Very helpful and friendly receptionist, and my appointment was on time		



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Prompt appointment and excellent service.		
I was dealt with very efficiently and didn't wait long or beyond my appointment time for my visit to the nurse.		
First time seeing this doctor and they were lovely and listened		
Quickly seen, very friendly, and information given.	Happy with the visit.	Thankyou.
Was easy to get appointment and book in. The booking in system told me who i was seeing and where they were . The Dr was really friendly and thorough. The receptionist i spoke to was patient and polite whilst i was booking another appointment		
Always treated with respect.	None.	
Friendly, professional, on time.		
Very professional but friendly		
Nurse is a brilliant nurse. The appointment was on time, too		
The doctor was excellent. The doctor communicated well and was professional and friendly. Each time we have seen this doctor, they listens to us, gives us time to explain, and he explains his reasoning to us. Thank you.	Nothing	Thank you doctor
My appointment was good again no rush time to have my say .	Nothing for me excellent	
Dr was very apologetic for running a little late I was aware of this it was on logging in screen. My appt was a follow up we discussed what we needed to do further on which I was pleased about.		
I got an appointment promptly when it mattered.		
Nurse very nice	No all good	I had made an appointment with the nurse but on my visit I was told it was a different nurse (who was very nice) but if I made appointment with someone I expect to see that person
I felt listened to and got what I wanted out of my visit		
Very efficient service		
I rang for an appointment in the morning and got one in the afternoon. Excellent.		
Prompt appointment		
Friendly staff. Prompt appointments		



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Dr was very helpful	No	No
I was impressed with the care and consideration of the nurse as well as staff		
The Nurse was very good at her job		
Prompt attention to detail and helpful staff	Long waiting times for telephone to be answered would be helpful if it took less time	
Because my appointment was very good and the nurse always gives me helpful advice.		
I got an appointment quickly	Couldn't have done anything better	Nice doctor explains things to you
I had the chance of seeing a doctor which I greatly appreciated.		
The doctor was a good listener and explained what he would do, the next steps, and what to do if problems arose. He answered questions and was not rushed.		
Prompt appointment, very easy to book, and very efficient use of technology.	Could have been clearer what next steps are as I have been referred to a consultant, but I'm not quite sure what happens next	
Super friendly GP who took my problem seriously and treated me like an adult!		
Very happy with the service		
Dr is the nicest Doctor I've seen. Very easy to talk to and very thorough.	Nothing	

Please can you tell us why you gave your answer? / Please tell us anything that we could have done better?

Responses: good

Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
Excellent gp Excellent treatment and consultation	Whilst on the upstairs waiting room I could hear the conversation between the dr and the previous person who went in. When I went in the room there was no one in the waiting room, but it was full when I came out. I felt embarrassed that these people may have heard my consultation. Other people may have much more personal consultation and there may be breaches in confidentiality.	
The nurse is very kind and nice.		
It's a bit frustrating that you can't book an appointment over the phone but I got to see a doctor within a few days, plus it was helpful to go on a Sunday and not have to take time out of work		
Getting an appointment was fine; the doctor was attentive and helpful. Though what he said about getting a follow-up nurse appointment didn't match with reception once I'd left him. I.e. they said I can get blood taken for tests at the same time as an ECG test, and it was about a week's wait usually. But the receptionist said they don't do them together and had only one of each appointment in the next few weeks. So not massive, just made it seem like they're a bit siloed from each other.		
I saw the doctor I requested		
Nurse is very approachable, friendly and organised She was very supportive when my child had his vaccines and my postnatal check	The patient info screen doesn't work in the waiting room, various leaflets and posters are displayed behind the patient's seating I think the waiting room could do with a reconfiguration Also, really more than one person is needed at the front desk to deal with queries My biggest issue has been the ability to book my child in for his follow up vaccines as no clinics were on Emis diary	



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	<p>despite it only being 4 weeks to go. I also couldn't book my smear for 12 weeks postpartum as no diary. I would recommend having clinics booked further in advance, even sending out the 8/12/16 week vaccine appointments together at once</p> <p>I've had to ring again today to arrange, and still no diary on for July, despite it being mid-June now, and will need to chase up again next week</p>	
<p>I could understand the doctor. They didn't use medical jargon. They referred me promptly to the next stage. To address my problem.</p>	<p>Nothing.</p>	<p>No</p>
<p>Was seen to as early as possible working around my shift pattern</p>	<p>N/a</p>	
<p>Was good doctor explained every, but the problem that I had is ongoing so not sorted yet</p>		

Please can you tell us why you gave your answer? / Please tell us anything that we could have done better?

Responses: Neither good nor poor

Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
The doctor didn't understand fully my problem was		
Hi, I didn't know I Mmmmm that an appointment had been arranged for me until it was too late for me to get to the surgery so I didn't have an appointment this week. I messaged to ask for another appointment (and apologise for having missed the one from Wednesday) but I haven't heard anything as yet. Thanks.	Confirmed that an appointment had been arranged.	

Please can you tell us why you gave your answer? / Please tell us anything that we could have done better?

Responses: Poor

Why did you answer that?	Please tell us anything that we could have done better.	Any other comments
Poor at answers the phone. 2 in the queue 20 minutes Wait, 6th in the queue, 20 minute wait	Have people man the phones	Good regards, medical issues
The Nurse seemed to not know about the condition. they thought it was heart surgery and smoked. This does not give you confidence, as neither of these things was true.	Know the patient's health conditions.	
Didn't feel much empathy when raised mental health concerns.	It will be taken a bit more seriously. It took a lot to raise it in the first place.	

Please can you tell us why you gave your answer? / Please tell us anything that we could have done better?

Responses: Very Poor

Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
<p>The appointment was pointless the “dr” I saw didn’t have a clue, and I was told to come in after my urine sample came back clear and with me still having the symptoms, so I did come in to be told just wait until the hospital contacts you! Didn’t check a single thing, didn’t do any observation, nothing. I am feeling seriously poorly, which I told the doctor, and they didn’t have a clue. I’m sorry but I would never want to see the “dr” again.</p>	<p>Put me with a doctor with experience and who knows what they are doing</p>	
<p>I arrived 5 minutes early for my appointment and the screen suggested the Dr was on time. 10 minutes past my slot a patient arrived who was 20 minutes late for their appointment. They were seen immediately, resulting in me being 25 minutes late for my slot that was allegedly running on time. Patients arriving late should be made to wait until such time as a slot is available or be made to rearrange. They should not be seen at the expense of the punctuality of others. There is no importance placed on punctuality.</p>	<p>As above.</p>	<p>Dr was also very keen to prescribe medication instead of providing information on self-management.</p>