

**Flixton Road Medical Centre**  
**Friends and Family Test Feedback Report**

**Month: August 2025**

**Total Responses: 228**

**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**

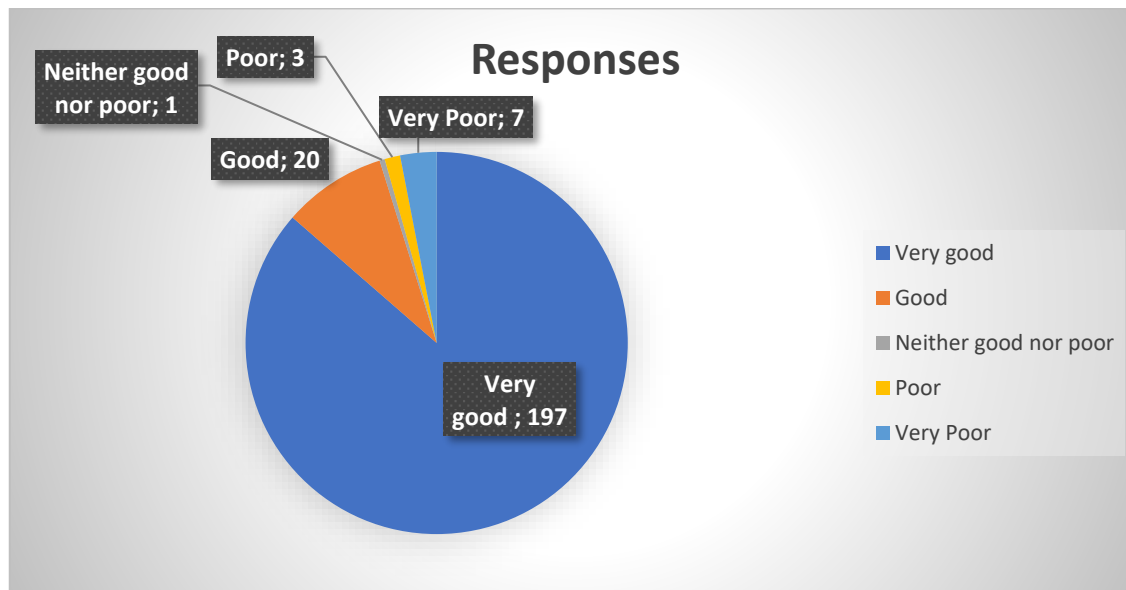
Please tell us anything that we could have done better? **Optional**

Any other comments **Optional**

**Submit**

## Thinking about your GP practice

Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	197	86%
Good	20	9%
Neither good nor poor	1	1%
Poor	3	1%
Very poor	7	3%

**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
The nurse that I saw, had a very pleasant manner. The injection to collect blood was painless.	I cannot think of anything that can be improved.	
I see the same doctor all the time and I am really happy with him, he takes the time to listen and explain things when needed.	Nothing I can think of	
Receptionist helpful and pleasant the Nurse was very good and listened to me very helpful		
Dr really takes the time to understand the problems and offer solutions. Shows real empathy and a human touch.	Appointment at 8am but shutters still closed.	2nd visit to Dr and would prefer to see him in future.
Great service and on time appointment		Great practice and would highly recommend to friends and family
Staff were excellent	When sending a text reminder state whether the appointment is in person or over the phone.	
Received an appointment time promptly and worked for the availability I was given. App to request appointment was really simple to use. Dr was very kind and professional. They took the time to listen to my health needs, talked through required tests and involved me in decisions about my care.	Nothing all was very good.	
Receptionist was kind and professional and got appointment for blood test at the practice quickly which I was really impressed with.		
As the doctor explained everything to me and had time for me		



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Brilliant communication, listened carefully, addressed different issues. Put me at ease, put a plan in place to work to resolve issues.		
Plenty of parking at time of appointment ,very polite on entering and felt welcome .Doctor was approachable and made me feel at ease .Left happy	Nothing	Notice board to be updated and place/ all in one area .  Feels cluttered
My appointment was running on time. I was able to speak to the doctor about my medical problems thoroughly and given clear answers		
Yesterday was a great experience. Only a bit late and Dr was really inquisitive, listened to my concerns and made me feel heard. It was everything I want in a GP appointment, and im happy for them to be given this feedback	Nothing yesterday	
Nice lady, see her twice and she has sorted out my problem		
Dr. covered all aspects of my medications very well. Also very polite and knowledgeable		
Because	I thought that although it's difficult to get an appointment you are helped to get your problems sorted with concern	
Because it's true. doctor was professional and well mannered. They made me feel calm, at ease and relaxed . I was 5minutes late due to an incident I couldn't control... Doctor was understanding and generally polite and understanding. They took her time to explain stuff to me and listened to me.	Nothing. Dr was great. Very understanding. generally made me feel like I was in a safe space. was very caring and polite too.	No
The surgery have been exemplary in dealing with my health issues	No thank you	
Reception staff very helpful and the GP was thorough talked through my symptoms respectfully. put my mind at ease and made me feel confident.		
Dr was very interested in my notes asking all the questions about medication & my past visits to surgery & hospital		



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Left me feeling we are getting there to finding solutions		
I was impressed by the speed of Dr referral for my parathyroidectomy yesterday.		
Your text service for cancelling appointments is very good!		
Dr is a treasure. Great dr and great personal skills. Lovely to be heard and listened too with grace and humour.		
Friendly and caring person		
Found the receptionist helpful and the Doctor was excellent and informative		
All ok	All ok	No
I got seen to very quickly and the nurse was very good at doing her job.		
Reception staff were very helpful. And Dr was also. Very pleasant		
Everything they do is appropriate, informed and timely		
Quick and efficient and well mannered nurse		
Quick and easy		
Service was brilliant		
The appointment was on time and the practice nurse was friendly and efficient	.	
Very quick appointment and helpful staff	Had the appointment initially	
Because we thought we wouldn't have an appointment till the 28th but it was changed to yesterday.		
We also now have an inhaler which will help my daughter		
My appointment was on time, the nurse was thorough, helpful and listened to my concerns.	N/a	I was informed that a follow-up blood test should have been done 3/4 months after my meds dosage changed in November 2024, it was myself that requested the appointment, so I think more should be done in this regard to follow-up checks.



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My doctor always takes the time to listen and has a plan to make sure I'm okay. They are brilliant	I think my practice is really good.	
Seen on time. Thorough examination and everything explained further treatment offered. Didn't feel rushed. An x-ray offered.		
Dr was very thorough and helpful		
I could choose an appointment time to suit me, as the surgery provided a link. The doctor was kind, reassuring and explained everything.		
The receptionist was helpful and added me to the clinic at short notice.		
The GP consultation was clear and informative. I felt comfortable and listened to and my questions answered.		
Appointment on time. Professionally and friendly demeanor.		
Excellent service as Usual		
I got an appointment very quickly.	None	
Dr was very attentive and thorough.		
Always excellent service from this surgery		
Quick appointment, quick blood test results, knowledgeable and very kind doctor. Really listened to me and I felt so much better after my appointment.	Nothing	Thank you so much Dr.
From the initial GP consultation who recommended a blood test to ringing the practice on Wednesday to arrange the test which was booked for the Saturday morning .Excellent service which fitted in with my work perfectly .	None .From the GP consultation by Dr where I felt listened to with a plan to both clinical and non-clinical staff both on the phone and face to face who were helpful , efficient and so kind.A really great experience.Thank you all .	It's lovely to be able to give back positive feedback to the team.
Quick and friendly service.		
Excellent service	Nothing - perfect	So pleased - very prompt and helpful
Phoned in the morning, soon after got a text and phone call ,with an appointment that evening.	If I was unable to get appoint for 9 year old, I would have to take him to A&E walk in, and probably waited about 4	



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	hours, which is not good for a child with ADHD.	
Face to face with the GP who examined me and took time to explain.	An explanation for the 20 min wait in the waiting room would have been appreciated but I do understand that this can't be helped sometimes so I'm not complaining.	
Because I have now no who my doctor is for the future	Nothing	Great Doctor very clear And great to talk to and understand
No problem at all		
Very polite and helpful nurse		
Excellent service again. Quick response to request. Gp completed a through assessment and referral. Listened to my concerns. Displayed warm and empathy.	Nothing.	Again, excellent service and wonder GP.  Thank you
Always receive excellent care		
My appointment was on time and the nurse was easy to talk to.		
Easy to make appointments, check in, running on time. Practice nurse very friendly, professional and caring.		
Doctor was very nice	+	
Everything was excellent, staff, times etc	Nothing. Everything was up to standard	
Went to see the nurse was very friendly and helpful. they didn't rush me and answered all my questions in a very professional manner	There was nothing the nurse could have done better is an asset to your company	No
Dr was warm and friendly, listened to my concerns and showed empathy throughout. I felt reassured and confident in the treatment plan that was discussed.		
I felt listened to. And was given advice in an informative way		
Treatment was priority		



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The GP 's advice was accurate and the gentleman was pretty funny	You're already perfect	
Dr really put my mind at ease over several queries I had. Not to sound dramatic but just having the short conversation has really improved my mental health. They made me feel comfortable to have an open conversation. didn't talk over me or make me feel silly when I explained my concerns or made suggestions about what I thought might be wrong. I really felt like they took the time to understand my issues, listen and care.		
The receptionist was very nice and checked me in, as I couldn't do it on the self check screen	I loved the Dr	
As usual when i can see the Dr Khan the service is excellent		
Quick appointment time, helpful telephone staff, knowledgeable Doctor and able to go straight for an xray without waiting for an appointment.		
The nurse was very friendly and put me at ease. credit to the surgery!	No	
Very informative and helpful		
Dr was genuinely kind and patient. He listened without rushing, gave clear advice, and made me feel heard. It was a really positive experience at a time I wasn't feeling my best. Thank you so much		
Told them of my problem, gave me an emergency appointment straight away	Nothing	
Because it is		
I got an appointment within a couple of days for a non-urgent concern. The doctor was fantastic with me, very friendly and reassuring.	None in this case	None
Quick and efficient		





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I have always found the nurses and staff to be friendly and helpful at the surgery.		
It was professional and good service	Nothing	It was lovely to have the appointment on a Sunday, Very smooth and great service
Everything was on time, and greeted as I approached the waiting area for my appointment. I was able to discuss with the nurse any issues I had or concerns, I received treatment that I was booked for very efficiently and without problem very happy, The nurse, is very good, patient, understanding, and consideration, whilst efficient within the appointment time allocated. Overall, very happy with everything.	I personally have not found anything that needs to be changed, I have a background in practice management so understand the workings of busy practices.	None.
I really appreciated the support from the Doctor on Sunday - she was very supportive	No	No
My appts were through in a good time. Dr gave me thorough and easily understandable information regarding my health enquiries. Offered me options. I felt listened to and left confident I was in good hands.	Nothing to suggest at this time.	
Friendly GP who quickly supported my service request	Everything was supportive	A friendly and interested GP
I felt that I had a full diagnosis	Not really	Good service
Understating respectful, not Google Docs? Tel you what's the cause	Quality time	
Dr no rush, time taken	On this booking receptionist had aggressive attitude never had that before needs to be addressed I am 81 yrs . And I am always polite.	
Seen promptly	Nothing better	Dr a credit to your practice
Dr very thorough and very approachable		
The Doctor was lovely and very thorough	Nothing	
Because it asked me	Nothing	None
Seen straight away	Nothing	None



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Prompt appointment. Helpful staff and nurse was excellent as always	Nothing	
I was able to get a quick appointment and the doctor was helpful	The appointment was 30 minutes late	
Dr was exceptionally helpful and professional	None	Dr is extremely approachable and willing to help. took the time to explain and ensured that I understood. was patient-centered as I was involved in all decisions/aspects of my care. Thank you, Dr as always.
The doctor was great, very professional		
The Dr was very pleasant & explained everything so that I could understand		
The GP was welcoming, brought me up to date on a recent X-ray and explained their thoughts on what may be the cause of the problem. gave me instructions on how to use the spray he was going to prescribe and listened to and answered my questions about the previous GP's suggestion. I felt heard and understood and was treated kindly and respectfully.  Thank you, the care I received is very much appreciated.		
Everyone was extremely polite and helpful. Professionalism inspired confidence		
I asked for an appointment & was seen the following day.	Dr was very understanding & had empathy for my condition.	
Efficient and friendly	Nothing	
Always friendly and efficient.		
I had the nurse who took bloods. always lovely, very helpful and friendly, also listens. Many thanks.	Nothing.	No, thank you.
The doctor was excellent		
Quick response. Lovely doctor. Efficient referral		
Easy check-in, nice environment, helpful nurse		



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Very supportive	Nothing	
Dr listened carefully and gave thorough advice and scheduled a follow-up appointment.		
Dr was very knowledgeable and patient when listening as to why I was there definitely recommend them and would look forward to seeing them again if I needed to 5 Star		
Seen on time and only waited a couple of days for appt		
Dr is extremely professional and very personable.		
The nurse - was really good at explaining everything, put me at ease, and provided an excellent service. The appointment was on time, too.	Nothing - all excellent.	
The appointment was quite delayed but the doctor was excellent so that outweighed being late		
Dr was brilliant and a great help to me		
The member of staff was very supportive.		
Great service and prompt quick to get appointments		
Ahead of timing - knowledgeable friendly clinician.		
Gp understood what I was trying to tell them.	Nothing	No
It's peace of mind that regular health checks are being completed & monitored - the service received was very informative & thoroughly explained		
Discussed the condition and medication dosage increased.		
I'm unfortunately saddled with Memory Loss, consequently, I am not able to remember anything specifically. I am sure as always, it would have been excellent.		
I was able to get a quick appointment for my 1-year-old		
Quick, on time, and good manners of staff members	I think with certain conditions, the Gp should be able to arrange further investigation, ie	Na
I've had no problem with arranging appointments to see the GP or arranging test		
The receptionist has always been helpful and tries to		



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accommodate my needs. Recent consultation with Dr on the 1st of August. He dealt with two issues with empathy and efficiency.	MRI scan of the pelvis if required/appropriate, this may prevent further delay in being referred to the appropriate specialist	
Friendly no waiting	Nothing was perfect	
My appointment was with a Practice Nurse was professional and very helpful		
It was carried out punctually and efficiently.	Nothing that I can Of.	
From the reception to the Doctor... brilliant support	Nothing	Feels like the staff genuinely care
Very quick response to request. All staff kind, compassionate and professional. Thank you		
Very good experience doctor was very informative	Nothing	I would like to point out and say a very big thanks to the nurse I saw was amazing and very well versed in their job. Thank you
Doctor was very pleasant and informative.		
Friendly educated, just got a good vibe.		
I feel I've been noticed, taken seriously		
No waiting for checking in, appointment on time. Greeted and managed by an attentive nurse, who took time to listen and respond.	Nothing.	
Dr was kind, patient, and considerate. He took the time to explore all possible factors and made a plan to gain clarity before we discuss what to do next.		
Everything ran smoothly I had a call to change my appointment due to the nurse being poorly, and I saw the nurse. It was very nice, and I had my injection with no problem		
Very good from booking to appointment 5 Star service		
Greeted with a smile from the person at reception, and gave my name and appointment time, and I took a seat and waited for my turn to see the doctor.	My appointment from entering the surgery to leaving went very well. Keep up the good service Flixton rd medical centre.	The surgery was clean and tidy in all areas, and face masks and hand gel were available to use the staff at reception kind helpful



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		and caring and the doctor was impeccable and kind.
The Nurse I saw was very thorough and very professional.	N/a	
Didn't wait to long to be seen.	Nothing	The radio was a little to loud
The Doctor listened and was very helpful.		
The nurse was friendly and did what was needed. Made me feel comfortable, answered any questions and was on time.		

**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
Seeing the nurse and the tests and the thoroughness was excellent.  With all my issues, a 10-minute appointment wasn't enough I was given only the doctor's first name. His surname was written only on the information screen. This confused. The nurse was helpful & explained everything well	Booked a longer appointment with the doctor	The ask my GP app is not always user-friendly
Was given hope but awaiting medication	Not a lot	
The doctor was late arriving at the surgery, and there were two patients before me. But the doctor listened to my condition and prescribed medication. I was very satisfied with the doctor. The doctor also apologised for the waiting time.	Nothing.	None.
	Prescription wasn't received at the Pharmacy the next day for processing, and I had to contact the Surgery as the Bank Holiday was fast approaching and I needed pain relief	
I answer that because when i had my blood test, I got a pain down my like a shock  and I am still getting pains now and then.  It's never happened before	Let me know what happened. Whith  Nothing said I just thought it would go away!0	Just let me know how long it takes  Thank you.
Quick reply, Sunday appointment availability, all on time		
Yesterday's appointment was the most proactive consultation I've had regards my hip, we spoke plain English and made progress in a positive direction	Let me have my appointments with this doctor	
The staff were very helpful	Nothing	

**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
Doctors are all great but dealing with the practice is a nightmare. I am currently sitting in a hospital on hold to as the request for my x ray has not been sent over. This has happened numerous times with numerous members of family. It's beyond poor now	Action requests and referrals it's a consistent problem with the practice	

**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?
Didn't seem engaged	More engagement
It's as if they just don't want to help and make it so difficult to book an appointment and two give u an answer always some one else dealing with each query and always a blocker	
Doctor was great! Let me make that clear. If it was just the doctor it would be Very good!	I called to make an appointment and was told to go to the web application! This was poor and you should recommend after the appointment is booked. I didn't get an appointment for 3 days so put it on the web and got an appointment straight away so assume the staff didn't book in or it takes that long to get an appointment- both are poor

**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
I am being asked to provide feedback on an appointment that was cancelled by the surgery less than an hour before the appointment time. I appreciate that appointments may need to be cancelled but please ensure the feedback request is cancelled too.	Please see above	
I didn't get to have my appointment as the doctor wasn't ready. Eventually I had to leave	Been on time	No
It took 50 mins to be seen and the waiting room was unbearably hot	Less waiting time and fans	Especially for children's appointments the wait should not be that long
The Dr seemed disinterested.	Been more thorough. Instead of wanting me out the door. My entire appt was approx 7 mins in/out	
<p>Misdiagnosis by GP, even when we could see his rash matched nhs website image of eczema herpeticum.</p> <p>The next day (Saturday) we had to go to Trafford urgent care who gave us an immediate referral to Wythenshawe Hospital paediatrics for diagnosis and swabs.</p> <p>GP delayed treatment by 24hours, rash continued to spread and worsen.</p> <p>Paediatrician also prescribed antibiotics due to the likelihood of bacterial infection due to the size of the sores, why didn't GP do this as a minimum?</p>	<p>Revise rashes.</p> <p>Paediatrician said GPs should refer to hospital for diagnosis and follow-on swabs when they are unsure.</p> <p>Children / under 5s appointments prioritised to be in</p>	





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	the mornings to allow time for referrals in afternoon/evening and allow parents to assess worsening symptoms over the day	
I requested an appointment for Monday and was very unwell and didn't receive one until Thursday. I called the surgery to rearrange the appointment and explain my circumstances, halfway through trying to speak I got shouted at that the surgery was at capacity and for my date of birth. It made me feel very uncomfortable and awkward and upset.	Spoke to myself a patient like a human being and been understanding and let me finish my sentence before shouting down the phone	
I was booked in for a telephone doctors appointment at 5 pm last Friday and received someone else's sick note instead!	Please call me	