

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: September 2025

Total Responses: 220

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**

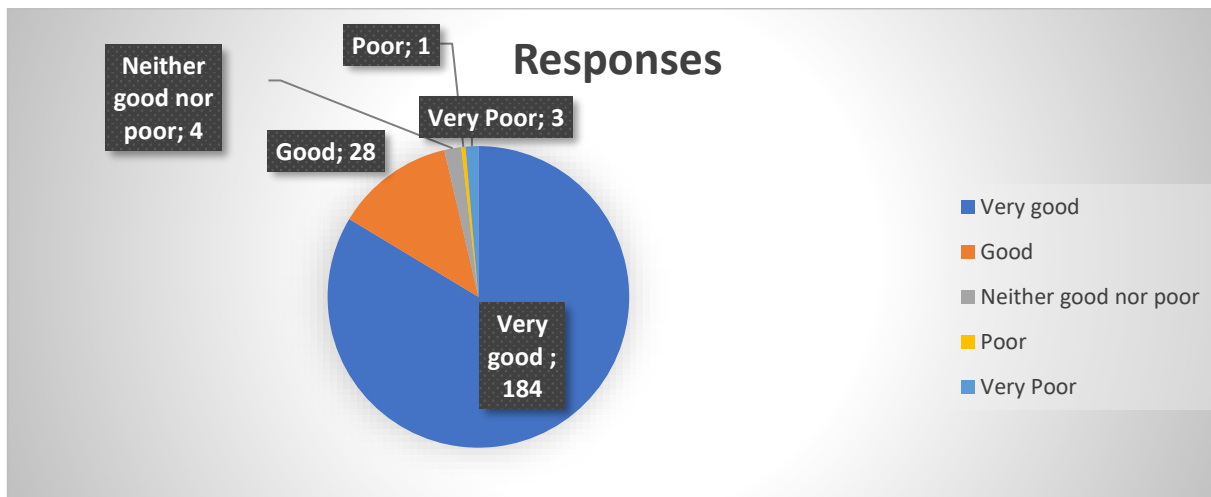
Please tell us anything that we could have done better? **Optional**

Any other comments **Optional**

Submit

Thinking about your GP practice

Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	184	84%
Good	28	12%
Neither good nor poor	4	2%
Poor	1	1%
Very poor	3	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
Nurse put me at ease	Nothing	Nurse was lovely, very professional x
Dr was very approachable and thorough.		
As usual, extremely good service at your practice. Reception was extremely helpful and my consultation with the Dr gave me some confidence that a Hospital appointment may be sooner than next year.	Nothing, I think. As usual, everyone was extremely useful and pleasant.	None
Quick appointment and friendly and helpful GP.		
Professional and friendly. Took the time to explain procedure		
Dr was very easy to speak to. They gave clear explanations and were very reassuring. Thank you.		
Doctor was clear, listened to me, asked questions. He was also very personable and professional, and reassuring.	N/a. All great.	
Appt very good but I did ask to speak with the practice manager. My details were taken but not heard anything..	Call me	
The dr was really nice and helpful.	Nothing	
Quick and efficient	Doing good	All the very best
Doctor was helpful and was happy to refer me with my problems		
Excellent, friendly GP sounded my chest (negative), prompted future memory test and was easy to talk to	No complaints- an excellent service	
Got an appointment at a convenient time, which was very easy	Nothing, everything was great	None just to say thank you
Because you have given me the support that I needed, but feel a little sad that I have had to change surgeries to lostock		
I liked the Dr though I am not sure of his name, they was helpful, friendly and informative.	I waited downstairs for an upstairs appointment. Is there any way to improve the information about where to sit and wait for one's appointment?	
Dr is highly knowledgeable and understanding and I have degree of confidence in the treatment they provides	No applicable	None



**Flixton Road
Medical Centre**

Put my request in ask my gp and it was answered quickly got a face to face appointment had some tests booked.	Nothing	
Listen. Quick response. Kind and friendly.		
Doctor made me feel comfortable from the moment I sat down		
The only reason is because of the nurses , the level of care they provides is exceptional.	Nothing	
Easy to make contact and receive appt	Nothing	
Practice Nurse an asset to the practice, they are always so welcoming and put you at ease My smear was very quick with minimal discomfort	N/A	
I got an appointment at Aldringham Hospital within days		
The staff were efficient, friendly and communicated well.	Everything went well.	
Appointment process was easy, picked and date and time to suit me and chose the doctor I wanted to see		
Nurse did an excellent job with my sons Nasal flu vaccine		
Lovely person doing the vaccinations. Really welcoming and comforting to my son.	Nothing.	No
The in surgery experience excellent. The wait time was short and the Dr was very good.	Though not an emergency the appointment wait time of 2+ weeks was a little disappointing.	
Appointment was on time and the doctor was very thorough and listened to another problem.		
Pleasant and Caring doctor. Sorry forgotten his name		
Excellent service, the medication the Dr gave me is slowly working	Not really	
Dr listened and felt he had empathy for my visit	Nothing excellent	Please keep what you are doing to the standard you are Thank you
Doctor both professional and polite.	No	None
The doctor I seen listened to me and was very good and empathetic	Nothing very nice, doctor	
Dr was very attentive to my problems and I am very pleased with the appointment		
Very helpful Very professional Treat patients as own family Very touching		



**Flixton Road
Medical Centre**

Thanks & appreciate Warmest regards		
Friendly and informative		
Dr so supportive	Over 4 weeks waiting for a simple letter for a bus pass, as a person who doesn't understand the complexity of it, i am annoyed	
Appointment on time, nurse very pleasant & efficient. Thank you		
Very good. I was listened to. Kind manner and provided holistic care		
Because everyone has been amazing to me	You could not have done any more	Outstanding
Dr was utterly professional and carried out the short physical examination which was most helpful. There manner was exemplary and relieved me of the anxiety I had felt. They are a credit to your Practice	No shortcomings at all	No.
Never had problem reminders health checks ✓		Thanks
Great listening and thorough advice about how to take blood pressure readings at home. Thank you		
Very thorough examination did not feel rushed		My initial appointment was for bloods and blood pressure, my wife explained to the nurse that I had a turn 2 days earlier and was worried it may have been a TIA, The nurse gave me a thorough examination, filled in an Ask My GP to be seen by a GP further.
The doctor was very good	Nothing 333I was very happy with the outcome	
Quick appointment, on time lovely staff and doctor	Nothing	A nice experience once again. Very clean and tidy areas
Care shown and speed		
Friendly, Knowledgeable professional member of staff.	None	None
Friendly and efficient.	Nothing.	None
Satisfied with service		



**Flixton Road
Medical Centre**

Great to attend at weekend		
The first time Nurse has visited us at home, and it was a pleasure to see her and her cheerful personality as they carried out their job. The home visit is a welcome addition for people with difficulties getting into the surgery .There was unfortunately	There was unfortunately a mix-up with the previous appointment with the nurse, as reception had booked for my Husband to attend the surgery, and so we missed the appointment as we were expecting a home visit, which we received today.	
Swift response to my request, fabulous doctor so helpful too.	Nothing, perfect service.	
My appointment with the nurse was reassuring and informative.		
It is always a good service	Carry on doing a good job	Happy with the service
Great service. Friendly, efficient staff, very organised and helpful.		
Quick and flexible appointment		
Friendly and professional service		
Always get a quick response		
Quick, great service and helpful		
Doctor listened to me and gave advice and arranged for me to book blood tests		
No waiting. Great communication.	The process was faultless requiring no improvement	
I was listen to and explain until I understood wasn't rushed and was asked if I had anything I wanted to say		
The treatment was professional but friendly		
Doctor was brilliant, and listened to all of my concerns		
Longer appointment slots		
Easy to check in , appt on time, lovely understanding, friendly doctor	N/a	Very pleasant experience
Because the doctor I saw was so good and the receptionist who got me the appointment was very caring and helpful		
Dr was so nice and helpful, put my mind at ease, and given me medication	Nothing really, it was a very good appointment	
We had a same-day appointment offered, the surgery waiting room was clean, the receptionist was friendly, the doctor was running on time, and the doctor was caring and thorough	No	
Because it's my own personal experience, they give a quick response which i highly appropriate.		



**Flixton Road
Medical Centre**

Dr was very thorough and genuinely wanted to get me the right help and treatment.		
Didn't wait long, Dr explains everything, and is very thorough.		
I was very impressed with the doctor; they were friendly and listened to me. arranged blood tests and X-ray.		
Chest infection and given antibiotics the next morning.		
I've always found the practice to be very accommodating.		
Always excellent, personable, and kind.		
My appointment was on time, and the doctor explained my results.		
Made to feel at ease and reassured, during my appointment, the nurse was lovely	Nothing	I was very pleased with my clinic appointment; no complaints
The Practice Nurse is amazing. She explained everything fully and was so kind and patient with me.	Nothing	
Seen quickly, all questions answered		
Dr is great, reads notes and knows what they are talking about. Very reassuring.		
Very helpful and polite. I don't know what people are on about when they say bad things about bad service. It may be the way they speak to staff.		
Dr has been excellent with me. Extremely thorough, and I have appreciated their support and time.		
Thank you		
Dr was very helpful, informative, reassuring, and efficient. An excellent professional.		
I really like this dr. appears to really listen & be receptive & very up to date in their practice and research.		
The doctor is very human & approachable.		
The nurse is amazing. She always has been		
I really find it hard to talk to people. And explain what I'm going through. That's why I asked to see a female doctor. I struggle to explain what I need to say, and the GP I saw at last night's appointment was lovely. And on last night's appointment, I would recommend Flixton Medical Centre 10/10		
Prompt appointment. Great service from the GP.		
Excellent practice nurse	Tea and biscuits + explanation leaflet	
Because it was quick and efficient.	Nothing	
Because practice Nurse is fab		



**Flixton Road
Medical Centre**

AskmyGP is a great solution for booking a visit. The GPs are always very considerate and reassuring.		
My experience was excellent. Didn't feel rushed during the consultation, and everything was explained by the doctor		
Because It felt the right thing to do!		
I could not fault it.		
Very friendly doctor, and was very thorough	Nothing	
Quality service?	No	No
Through my own stupid fault, the walk to the doctors took longer than I anticipated. Socioeconomic the doctor still saw me, I was less than 10 minutes. Dr explained my results very carefully to me, explaining away my worries and fears. I came out relaxed and very pleased	This small written report is a little too small for me to read. I am struggling to fill this in, but I don't want to let you down. The computer in the office wasn't responding correctly.	No, on the whole I have a little r of respect for the staff at Flixton Health Centre, especially those I have come across at both Urmston Practice and Davyhulme Surgeries I
Dr is an excellent patient-centred GP who communicates with respect and empathy. He said he would see me in 3 weeks when I attended previously, and an appointment came through quickly, thereby making the whole process efficient and effective. His subject matter expertise is outstanding, and they listened, which means my experience was first rate.	Nothing	
Saw the nurse very caring and polite		
Fast appointment, the dr was very good		
Always been helpful and friendly		
The Gp we saw was fantastic. they were knowledgeable, thorough and had a lovely manner with both me and my son.	Nothing	Nothing
Doctor was very helpful, quick diagnosis and explained if anything else was required to get in touch.		
Helpful and pleasant staff.		Very, very helpful and pleasant, and competent staff.
The doctor was very understanding and sorted things out for me		
Quick no wait time		
The nurse was very professional and friendly as usual		
Very good		



**Flixton Road
Medical Centre**

I feel like the Doctor is looking after me		Just keep the standard up, thanks
The nurse who took my blood test		
Was very helpful and understanding		
The doctor was so lovely and helpful	Nothing on this occasion	
The service by the nurse was excellent, they are so lovely	Don't think she could have done any better	
Quick appointments		
Seen on time by a professional nurse.	Nothing.	
Thank you.		
Excellent care and attention from the Nurse		
Excellent all-round service, friendly staff, very helpful.	Nothing	
Lovely nurse and thorough explanation of when to expect results and next steps, dependent on results.	Nothing	
Very supportive		
Nurse and dr excellent. Reception staff very helpful.		
Dr had been very good, treating my condition pleasantly and kindly as is the nurse who has also been treating me.		
Dr is amazing, very welcoming, comforting and a good doctor 🙌		
Called in for a same day appointment, as my GO app wasn't working. The receptionist sorted the appointment and sent links to correct the login details for the app.	I have no complaints; my visit was smooth and only a minute or so behind schedule, which was communicated on the sign-in.	Very pleased with the service, the receptionist was great, very understanding considering I couldn't hear anything. Hopefully, the prescription by the GP issues help.
Efficient appointment excellent service		
Very good		
Always try to go above and beyond, a pleasure to have this practice as my doctor's surgery, from admin/nurses and GP's, excellent	When I think of it, i will let you know, but for now keep up the good work, everyone 🙌👍	





**Flixton Road
Medical Centre**

Always try to go above and beyond, a pleasure to have this practice as my doctor's surgery, from admin/nurses and GP's, excellent	When I think of it, I will let you know, but for now keep up the good work, everyone 🙏👍	
Booked an appointment and saw Doctor the same day. Good service.		
Very quick appointment		
Dr very good		
I was on time for my appointment, and it was a Sunday. My dr was very helpful and polite.		
Showed a lot of sympathy and understanding		
The doctor was brilliant will definitely want to see them again		
Nurse was excellent in every way	Nothing on this occasion	I get quite anxious about my apps, so it's really reassuring to be treated so nicely and with such care
Very thorough and kind.	Nothing	
Found the Nurse I saw was very thorough and helpful & would recommend anyone going to see her.	There was nothing that could have been done better.	
I was seen quickly and professionally.		

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
Even if the scheduled appointment was 35 minutes delayed, Dr was an excellent professional and very helpful. They assisted me and helped me with all the questions and worries I've had.	Better schedule in the appointments.	
I would rather speak to a receptionist on entering the surgery rather than using a machine to book in, but I saw the doctor quickly, and they were very pleasant and personable.	Get rid of the booking-in machine	I was pleased to hear the doctor I saw was a permanent member of staff, so I will be able to see them again. Can't remember when I last saw the same doctor twice
The appointment was very good, and the follow-up came quickly with appointment booked.	Nothing	
Easy process to register for an appointment and great consultation when seen by doctor. Day of the appointment I was seen on time with no delay.	Having to wait a few weeks to get the initial appointment after first registering concern	
The practitioner took my concerns seriously (which I cannot say has always been the case during my diagnosis journey) and immediately referred me to two other departments.	I was hoping that, now that we know of my condition, I might be on a slight priority list to be referred further, but I was warned I might wait the same length again (which was 69 weeks last time).	N/A
The doctor was great, but I had to wait 2 weeks for my appointment.		
Over the last 6 months, I've seen a lot of doctors, whom have all been excellent.		
However; waiting times vary and don't always tally what the	As above	

signing in screens tell us.		
Certainly, doctors thoroughness, looking at previous notes, kindness and empathy have been impressive .		
My painful hip condition makes me limp- I am waiting for a CT-guided injection- in the meantime, I have had 7-8 different painkillers, all of which give me constipation or diarrhea, so I've stopped taking them, including my latest, which is Tramadol, which has other side effects as well. Dr was very patient listening to my problem and has prescribed Gabapentin- I think it will have the same effect as all the others but thanks to the doctor I will give it a try.	I don't think the surgery could have done better. Unfortunately, you have no influence on the waiting time for NHS procedures which is my only possible hope of real improvement.	
Felt that the nurse I saw cared about the issues I was suffering with and understood my choices/circumstances. I didn't feel any judgement or shame when opening up to her.	No	I had to rebook my appointment as a face-to-face one, as the original phone call appointment never came through with a call. I'm not sure if there is something wrong with your calling services, as I never received the call.
The GP dealt with request. Gave me some basic advice.	Ask a little bit more about how I'm feeling .	Overall, an okay experience. The receptionist was very good gave me details for a FW8 form.
The doctor was really helpful and friendly. The staff on reception who I spoke to were also really helpful	The wait on the automatic appointment took than unused to show I was at my appointment said I had a 38 minute wait which was A) not correct and B) very disappointing	
Staff were pleasant my appointment was on time	I can't think of anything I was very satisfied	
The services is very sufficient, and I didn't feel rushed during the consultation with the doctor		
Because I would've liked more time with the doctor 	Explain things a little bit better 	No



**Flixton Road
Medical Centre**

Didn't have any problems		
Informative and refer back to the doctor	I don't like telephone consultations with anyone. I had one in June, not of my own choice, it's now September and a lot of the issues with my health haven't been dealt with yet	I'm sceptical on this automatic-get-a-blood-test-before-the-doctors-see-you, and the tests are not always for everything, and may not be the ones needed for diagnosis of my condition
The nurse was running behind her timetable but she was definitely worth waiting for. By CT	As above	

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
<p>The appointment wasn't necessary. It had already been conducted in June</p> <p>However, the doctor was very apologetic, pleasant, and helpful with the questions i put to them.</p>		
<p>Already had a review in July, so the nurse didn't know why I'd been recalled</p>	<p>Checked before I turned up for the appointment</p>	
<p>When I called the surgery with an eye-related problem, the receptionist repeatedly told me to go to Specsavers!! Do you have some sort of affiliation with them?? Also is she qualified to make that judgment?? Also, she repeatedly told me to "bear with"! What does that even mean? I got off the phone very frustrated.</p>	<p>The doctor I saw was lovely, though.</p>	<p>I had to wait 30minutes plus for a Sunday morning appointment.</p>
<p>The appointment felt a little rushed - particularly at the end, it was like we were being rushed out of the door. The originally proposed treatment was contraindicated due to age, but this was not verified during the consultation, and therefore I am unsure of the advice given. I also think that limited care was taken over the longevity of the concern. It felt quite perfunctory. I remain hopeful that the treatment might work but am not hopeful as it seems very similar to previous unsuccessful treatments.</p>	<p>Don't hurry patients out of the door.</p> <p>Check the suitability of the prescription while patients are still there.</p>	

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
Cancelled appointment	Not cancelled appointment	Still no phone call Where is the duty of care?

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
Had to wait over an hour. Doctor never seen before, they did not even get the right results at first, finally they gave me 2 prescriptions i asked them to be sent direct to my pharmacy, she said she couldnt. Today my husband took them to the pharmacy and said they could accept them. Brought them back to the docs today receptionist will have it sent to docs then on to pharmacy So still medication and still feeling not very well	I think it speaks for itself	
Incorrect information given by 2 members of reception. Was told to email a photograph of my issue to a general email address.		
I arrived 10 minutes early for my smear test to find that there was a 38-minute delay on my appointment time. I find it very stressful to have this type of test, and the wait would have made me even more anxious. I rescheduled the appointment.	Schedule appointments to avoid a 38-minute waiting time	



**Flixton Road
Medical Centre**