

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: October 2025

Total Responses: 234

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**

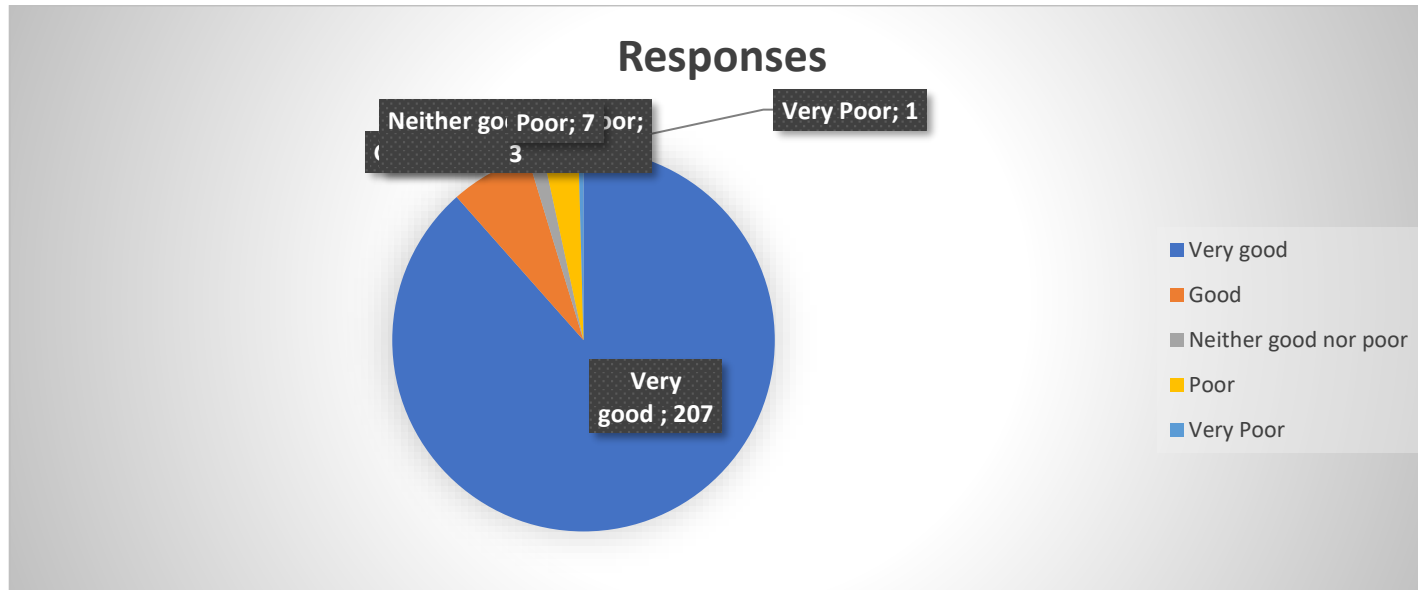
Please tell us anything that we could have done better? **Optional**

Any other comments **Optional**

Submit

Thinking about your GP practice

Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	207	88%
Good	16	7%
Neither good nor poor	3	1%
Poor	7	3%
Very poor	1	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
Because Dr was very attentive and and understanding regarding my feelings and concerns.		
Dr is very caring and makes you feel comfortable	No	No
Very good		The nurse who took my blood and the follow up were really good and quick I was in and out in minutes
Staff very nice always helpful	I am well happy	
Rang on Monday got an appointment for Wednesday.	Nothing	
I missed a face to face appointment as I thought it was a call. The next appointment was 2 weeks away. I sent pictures of my injuries and got an appointment for Sunday.		
Staff are always great! As I know I'm a nightmare patient.	Nothing!	Pay rises for all 😊
Prompt service and made to feel very relaxed		
Doctor was informative on all aspects		
Nothing was to much trouble from the staff I encountered while at the surgery.	Nothing every thing excellent.	
All very helpful and professional	Nothing great practice	Thank you all
Always get a response, friendly staff and doctors.		



**Flixton Road
Medical Centre**

I saw practice nurse, they were lovely. Very knowledgeable and able to answer all my questions. Made me feel very reassured		
Because I can always get an appointment when I need one	Nothing at all	I got an appointment with the nurse and a doctor on the same day I asked for them, both on the day appointments. My doctor checks in with me regularly over my mental health and can't fault the practice
Quick and compassionate care.		
Regular 3 monthly visits to nurse for my Jab. Always a nice meeting and always On time.		
Always great service at this Surgery. Staff are nice and friendly and the Drs are very thorough		
Nurse was very pleasant and listened to what I was saying .	Looking forward to our next appointment	
Although I was only in for one jab nurse went the full hog all		
Bloods Flue and BP very professional and very pleasant	Nothin (maybe tea &biscuits)	No thanks
Very good service, Staff great very helpful Nurse was very informative made me feel relaxed		
I can't thank Flixton House enough for the care and attention they have given me in recent years. Considerate telephone assistance and support, face to face appointments thorough and never feel rushed.		
Doctor explain in details injury on my elbow. No waiting time to see the Doctor	None	None



**Flixton Road
Medical Centre**

Very happy though consultation and outcomes	N/A	None
The doctor I saw was very nice and helpful		I was happy with the service he gave me he spent time to explain the treatment . Which was very nice
The nurse had the injection ready, there was no waiting whilst he prepared it. Then they were so gentle in injecting it I forgot I'd had one and was able to use my arm normally - thank you! :)		
Gp receptionists were very understanding with me on the phone and were able to get me an appointment on the day. The gp we saw for our baby was very thorough and gentle in the assessment, however, they were not sure of the diagnosis and arranged for us to return the next day to get a second opinion which I greatly appreciated. The gp we saw the following day was our baby's usual gp who was knowledgeable, gentle, confident and thorough in their assessment and was able to give us a diagnosis and much reassurance.	Some toys or books in the waiting room would be good, but otherwise I could not fault any of the staff :)	
My appointment was on time and the nurse dealt with me in a friendly and competent manner.	None for this visit as it was a routine blood test.	
Professional, listened to me.		
Everything was fine nothing		
Always friendly and efficient.		
Ease of making appts, ordering prescriptions and checking for any test results.		
Professional. Listened and asked all my questions		
Doctor was very helpfull and understanding.		
Staff very helpful		



**Flixton Road
Medical Centre**

Re-scheduled appointment as couldn't make initial appointment due to work commitments.		
GP really took the time to listen to me and answered my questions regarding available treatment options.		
Excellent attention given.		
All ok	All ok	No
Nurse understood how and why I was feeling like I was they were supportive and caring. nurse is a real credit to the practice and nursing	Nothing except perhaps the clerical staff process information quicker when it can end in someone being discharged from a clinic for being a DNA when the person had done everything asked of them and was waiting for another appointment	
The nurse who did my screening was so nice and made me feel so comfortable and at ease!		
I was a little early was seen to within 5 minutes, the nurse was very helpful explaining everything that she was doing, & procedures to follow		Overall very good
Nice doctor		
Very considerate and kind. The room was very clean, and I was seen to quickly.	More seats in the waiting area. Although I understand there isn't much space upstairs so that may not be possible.	Receptionists were also very cheerful and proactive with myself and others while the self check-in wasn't operational. Very impressed! :)
I made my appointment through tge necassary channels, and everything went smoothly and tge staff were so heloful as always and excellant very one to one service by Doctor.		
Please see previous comments. Excellent		
Doctor was absolutely superb		
Great service and friendly Nurse	Nothing on this occasion	Best doctors surgery in Urmston. I've listened to



**Flixton Road
Medical Centre**

		feedback from others about the service they get
On time and felt relaxed with the nurse		
The nurse was very friendly and reassuring and kept me calm throughout. They explained at every point and gave me instructions for obtaining test results.		
Was easy to book an appointment at a time that suited me. Doctor was friendly and knowledgeable- put me at ease during the appointment. Prescription went straight to local chemist to be collected.		
Got an appointment the same day		The alerts via text message can sometimes be missed
Understand what i need And Deliver		
Very helpful GP. Convenient appointment.		
I had lots of appointment options available which is good because I work full time. Also I felt listened too and the appointment and I appreciated the efficiency.		

The Doctor was fantastic	Receptionist not very helpful unable to book blood tests as advised by doctor. But emailed reception today and booked straight in with no issues	
Dr has been extremely efficient dealing with my mum's high blood pressure and has managed to get it under control. They have a lovely, caring manner. Thank you	No	N/a
Did not have to wait long.		
Dr was very personable and easy to talk to.		
Very efficient.	N/A	A1 service.
The doctor was great he knew what was going on with me		
On the day appointment	It's really hard getting the twin buggy up the lift and through the doors- I know it can't be helped with the building but something to consider.	
Thoroughly checked over	Lots of people helped me upstairs to move chairs etc- seems too cramped up there	
A great GP who listened and was very thorough	No	
Exceptionally friendly welcome. nurse efficient but personal. Loved that they took my BP manually.	<p>Email/NHS app Request to get blood tests and BP felt like I was being bullied and it was not clear why I needed or how to book nurse appointment.</p> <p>Similarly on practice website not clear how to book nurse appointment rather than GP.</p> <p>On arrival at practice signs said to check in but the screen was not operating though an advert screen was. A little confusing.</p>	<p>IT experience room for improvement.</p> <p>All human interactions just lovely.</p>



**Flixton Road
Medical Centre**

Quick service to book flu jab. Thorough chat with a very caring & helpful nurse.	The receptionist was a little resistant to book bloods that the nurse had recommended	Overall satisfied with the practice who are generally responsive when needed.
The nurse was the same as last time making me feel relaxed with a very caring manner		
Dr is a very nice person, and they are always caring and willing to listen to your problems easy to talk to and makes you feel at ease.		
Help by the receptionist making the appointment as first time. Dr was very patient and considerate. They listened to all my concerns and gave me a full explanation to my questions. I felt listened to and understood.		
Because the person on reception was good		
Staff very helpful and professional		
Friendly efficient service	N/A	
Doctor was very helpful. Explained what tests were for and was very reassuring.		
Friendly nurse. Explained everything that was going to happen.		
I felt the doctor was thorough in the examination and they explained in detail what they thought my injury was. They used images to describe my condition and then gave me an excellent link for physio exercises.		
Questions answered. Prompt appnt. Reception desk helpful.	N/a	N/a
The GP was incredibly helpful. They made me feel at ease which helped me articulate my concerns. They took the time to explain the assessment and next steps. they made me feel better about my health knowing there is a plan. I hope if I need to return that I'm able to the same GP.	Nothing, I was very happy with my appointment and the staff on the reception were very friendly.	



**Flixton Road
Medical Centre**

Prompt, friendly and professional service.	Nothing	Not at present - completely satisfied with FHMC
I always find the staff helpful and polite		
All the staff are extremely professional, friendly, helpful, and understanding. I have been contacted for my appointments really fast and been sent reminders. The doctors have given me time to discuss any problems I've had. First-class medical centre.	I'm happy with everything.	
Nurse was polite and efficient as usual.		
Because the service I received from the doctor was excellent	Nothing everything was excellent	
Quick simple pleasant	None	
Treatment given and care shown by doctor was fantastic.	Waiting time is too long but understand that is beyond your control.	
Dr was extremely understanding and took care of my mental health. They also took time to book a blood test for my testosterone levels, which I really appreciate		
I went for an injection, straight away the nurse put me at ease, very pleasant		
The nurse was great. Made the experience very comfortable which was very much appreciated.	Nothing	
Quick and on time. Nurse was kind and efficient.		
Everything was what I would expect an appointment should be		
Thank you		
Quick and easy blood test		
Nurse was very caring and was asking me questions not related to my B12 or blood pressure. Wished me luck for my coming operation.	Nothing was a lovely visit.	
On time ,helpful ,even sorted out Flu jab.		
The nurse was so nice and informative	Nothing on this occasion	



**Flixton Road
Medical Centre**

Apart from the delay for the appointment running late, the doctor was very personable and helpful.	No delays.	Thank you.
The appointment was on time and the person who I saw was very pleasant		
Nice and warm and friendly and good and and happy 10 out of 10		
Always has been good		
Because they have booked interpreter for me I am happy		
The GP was clinically knowledgeable and had good interpersonal skills.		
Saw the doctor on time and satisfied my problems		
Friendly and professional doctor who offered excellent advice.	Nothing - overall excellent service throughout.	No - just please keep up the first class service! 😊
The doctor was great		
Doc was cool, and service was overall very good.	Nothing	I forgot to ask for pain meds for my bad back. I'll send a message for the doc - my bad.
Well organised and encouraging		An encouraging appointment fitmr an old man!
Thought the service was this as was on time and very thorough with explanations		
Doctor and Nurses I have seen always take the time to listen and answer any questions I may have about the medication I am prescribed. In February 2024 I went in with what I thought was a chest infection or Covid and it turned out to be pneumonia. The doctor I saw phoned an ambulance and stayed with me until it came. This must've delayed other people's appointments but he reassured me when I was so upset and for that I was grateful		



**Flixton Road
Medical Centre**

Advice and referral		
The doctor was on time and was very pleasant.		
I was very pleased with my two appointments, felt very relaxed, everything was explained to me.		
I was in and out	The carpark is too small „but nothing can be done with that	
I got to my appointment ,saw my nurse who I have known for quite a long time which was great.	Not that I thought would help.	Maybe if you could shuffle the chairs around so there's a direct way to get to the reception desk. I have trouble because I walk with a 4 wheeled walker.
Really helpful and personable staff		Thank you again Dr Bhangle
The appointed doctor was very thorough, listened to the details given, explained the issue, what are they looking for, what is for us to expect, what to look forward to about our issue.	All was good	
Maureen was very helpful		
The doctor took their time to listen to me and I felt at ease and not rushed.. All the staff I find are always polite and very helpful.		
Receptionists we're friendly and helpful. Doctor was too.	Being picky but car parking limited. Ended up a few hundred yards down Flixton Road. Not a problem for me with full mobility, but may be an issue for less able bodied patients	Nothing. Just keep up the good work
For the first time in a long time I didn't feel rushed and could explain the situation fully, the doctor listened patiently and asked if there was anything else I had noticed either before during and after the flare up, so I believe this gave the dr a fuller understanding of what		



**Flixton Road
Medical Centre**

was possibly going on, rather than just current symptoms, then a suggested action plan, so yes I felt very happy with the interaction.		
Very friendly, polite and caring.		Background music would be nice downstairs.
I always find Dr to be excellent. they listen and are an extremely intelligent doctors.	Nothing.	I really rate the practice highly overall. I have never had the sort of issues you hear other people complaining about in the media.
Very quick and efficient self check-in		the nurse was lovely and very helpful
Nurse is fantastic	Have more nurses	
My appointment was very helpful and everything explained so I understood everything		
The doctor was very thorough and took the time to explain everything to me.		
Better set up than. My previous Doctors		
I use ask AskmyGP & have found it to be very reliable		
Seen as soon as I got there before appointment time		
Excellent support from staff and gp, messages on my GP and was responded with in a few hours, repeat prescription sent on same day and app with GP with in 48 hrs. Thankyou	Been able to see a nurse with in a couple of weeks, travelling to SA contacted through My GP 11 weeks 4day before I travel and only got an app with nurse just in time frame to travel. We have four days between my app and deadline of six weeks before I travel so hoping all is ok! Great service from everyone thankyou all.	Lovely surgery would recommend to everyone 👍
Very caring and lovely doctor. Thank you		
very straight forward everything explained.		
Doctor was very helpful and explained well.		
Staff are helpful and doctors are fantastic		
Dr takes time to explain in consultations about medications, test results and referrals.		



**Flixton Road
Medical Centre**

The Doctor listened to me and gave me the advice and medication I needed, without rushing me.		
I have great confidence in their knowledge and concern to get to the root cause of my problems		
Smooth booking in. Treated on time		Warm friendly member of staff. Put at ease and answered any questions I had. Clear next steps.
Appointment was made in advance. Saw Gp. Empathetic and understanding consultation.	I'm really happy with the service. Keep up the good work.	
Because all was excellent.		
Dr is very attentive to the patients needs.		
I got a Doctors appointment quickly and that was on time		
Choice of appointment times provided that I could book myself online at a time to suit. Lovely nurse who made my daughter feel very comfortable despite her nerves		
Very professional and fast.	Nothing	
Very professional	Nothing	Nurse was very nice, talked through everything she was going to do
Very friendly staff, pleasant waiting area, minimal waiting time to speak/see doctor, very happy experience		
We were seen on time, nurse was lovely.	N/a	N/a
The appointment was punctual, and the nurse was very friendly and patient to my 2 year old.		
Excellent Doctor explained everything to me		
My appointment was on time and the nurse put me at ease throughout the vaccination process		
Appt was on time. The nurse, the practice nurse was very professional		



**Flixton Road
Medical Centre**

The Dr. listened to what I had to say without rushing me & asked the relevant questions & prescribed appropriate medication to be monitored.		
Appointment on time.		
All staff are friendly and approachable		
Nurse was really lovely x	No not really	Didn't feel unsafe, really good practice recommending
Friendly and helpful admin staff Timely response Thorough appt with Dr (apologies for not remembering their name) who was friendly and good at communicating with my daughter. Follow up call from Dr with results of urine tests and giving non medical advice about diet which was helpful. Great service overall. Thankyou		
Nurse very polite and happy, made my daughter feel very comfortable.		
Dr rang me to say he was running late and a postponement would save time. He was very thorough with his investigation and very attentive throughout.		
Dr listened carefully and enacted an effective treatment plan.		
Because staff and service were both excellent		
	If possible see wheelchair users down stairs	
They was helpful thanks	When possible	



**Flixton Road
Medical Centre**

Dr took the time to understand the history and felt he asked all the right questions	No	
Fast appointment given. Doctor excellent attitude, very understanding and gave positive help with follow up actions. Ask my GP service worked well. Good communication with emails before and after the consultation.	In experience the service offered was faultless.	

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
Reception very pleasant and welcoming. Dr welcoming, friendly, listened openly and put tests in place. Hopefully this continues should I need further treatment!	At this point all ok	
Doctor excellent	Closer to given appointment time.	n
Quick appointment, helpful.		
Quick diagnosis		
Do not agree with bipolar assessment, not required. I am an autistic female adult with masking/non-masking days, and likely adhd. I will complete the adhd questionnaire and request a private assessment to confirm. I reject the bipolar assessment request, it's a wrong diagnosis and easier to pigeon hole autistic women into a 'mental illness' than appreciate the intricacies of the autistic spectrum.	The waiting room is sensory overload. Loud radio. Hot Seats crammed next to strangers. I appreciate it is a small space.	
Dr was incredibly attentive and supportive. I felt listened to and cared for, and was put at ease.	The wait for an appointment could have been shorter.	
Service from the nurse and the doctor was great (as always) but the appointment was running an hour late. On check in, the screen said things were running 'on time'. Apparently the messaging system in house wasn't notifying the doctor when ready and so there were		



**Flixton Road
Medical Centre**

delays in the doctor seeing the message and coming to do the checks		
I was booked in for my post natal check up, with 2x separate appointments, One for my daughters check and vaccinations and one for myself I felt that the second appointment for myself would have been missed if I didn't check that the doctor needed to come back for me after he checked my baby and left.	Properly allocating time to mothers post natal check - i had a traumatic birth and whilst the care in hospital was incredible, I don't feel like this has continued now I've been discharged from maternity triage	
		Nurse is professional at their job but also has a beautiful manner and is very easy to talk to This doesn't intimidate or make you feel uncomfortable and listens to the patient.
Nurse was wonderful as usual	Less waiting time.	
The doctor was very nice friendly and helpful.	The surgery was exceptionally busy yesterday	Thank you
We are still waiting for the physiotherapy referral the doctor promised us.	We expected to receive the link for Physiotherapy referral immediately just like we received the link for xray appointment immediately after the consultation.	Please send me the link for physiotherapy referral.
I was on time but didn't see Dr for 40 mins otherwise would have scored higher	Maybe a receptionist or secretary upstairs to speak to if your appointment was severely delayed. I thought I'd been forgotten	
It was okay		
Relatively on time. Efficient. Felt listened to and action taken swiftly.		



**Flixton Road
Medical Centre**

Doctor helpful & understood my needs		
Because I got my blood pressure checked and my questions were answered.		

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 3 yr old patient was extremely uncooperative. Probably due to recent vaccinations ie flu nasal spray,mmr jab in right arm and 5in1. The appointment was needed as the 5in1 site had reacted and was inflamed from shoulder to elbow. Both antibiotics and antihistamines were prescribed however due to the unpleasant and strong flavours of the medicines we struggled to administer them. We had similar issues with the original antibiotics prescribed by MRI earlier this year for tonsillitis. At that time another antibiotic was prescribed by the practice which had a better flavour(unfortunately it was the same yellow colour and would not be tolerated. I should add that we're pretty sure that my child is on the Autism spectrum and are awaiting assessment.</p> <p>Thankfully although his arm is still swollen much of the heat has gone from the area and my child is back in nursery. Because of my childs bad behaviour at consultation I was stressed and didn't think to mention our previous struggles regarding medications</p>		
<p>You cancelled the appointment !!!!!</p>		
<p>The flu vaccination went very well and was well organised. Trying to book the flu vaccination with reception was not great. I tried to book my daughter in for a nasal vaccination on the Friday prior to vaccine weekend only to be told no appointments no vaccinations, although she had been invited. Whilst I was having my flu jab on Saturday I told a nurse about not being able to book a nasal flu vaccine for my daughter. She took me straight to reception and told the receptionist which I spoke to Friday to book my daughter in on</p>	<p>Better communication with your staff and the receptionist could of spoken to a nurse or doctor about vaccines before telling me no, which was a lie as there was appointments and vaccines available.</p>	



**Flixton Road
Medical Centre**

Sunday. I said to the receptionist that she had told me on Friday no, but there were appointments and vaccines.		
---	--	--

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
The doctor was very uninterested, didn't give adequate examination- just prescribed some medication	More personal service and more attention to be shown	Felt like I was wasting their time
No one got back to me after my visit with the results of my urine sample. Despite me calling and asking and being informed it was marked urgent he so I've had to wait another 24 hrs, in pain with no antibiotics.	Communication - can back as promised	
Appointment was for 3.30 didn't get to see dr till 4 pm. If I had been late I wouldn't have got to see dr.	Make sure you don't overbook appointments making it late for other patients.	
The check in monitor was broken with no guidance so I waited in the waiting room for 20 mins and when I made an enquiry I was told I was late ...which was not the case The receptionist was rather curt with no customer service nor apology Fortunately the Dr was still able to see me though I ended up being late for another appointment as a consequence Better signage is needed to guide patients on your protocols The Dr by the way offered an excellent service in stark contrast	Guide patients re what to do when your check in service is not operational Be nice to patients - rather than being abrupt - it's nice to be nice	The Dr is lovely and explains everything well
Appointment for 1-30. Not seen till 1-55.	Try to to appointment times.	
Had to wait approximately 45 minutes to be seen, whilst two people next to me were also complaining. I also send in prescription requests a week in advance like the pharmacist tells me, and I've only just NOW received it. I now have 21 days and not 28 because of the emergency prescriptions. I definitely sent in my request two weeks ago because I physically wasn't allowed order another lot on the NHS because of this. I am autistic and	Please fix the way I receive my prescription as so I don't have to go through this every single month.	



**Flixton Road
Medical Centre**

getting my prescription each month doesn't just stress me out but my mother too.		
<p>I SEEM TO BE HAVING A GREAT PROBLEM WITH TRYING TO BOOK A EARLIER APT THAN OFFERD.</p> <p>I have had this problem last month also.</p> <p>The doctor I am seeing is fantastic as are the practice nurses that are involved with my are at the moment which is on going to to very high blood pressure.</p>	<p>I would like to see a practice partner to discuss my concerns and what has been happening whilst trying to access care.</p>	<p>I Would like a apt with a practise partner to discuss.</p> <p>So I am not having a battle in certain areas.</p> <p>Can a appointment be made please as soon as possible.</p>

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
Some reception staff are rude and think it's OK to shout across the room at you.They lack any empathy and come across as they don't care.They also leave you standing waiting at the desk while they finish what they are doing or finish chatting.Its not acceptable	Train your staff better and remind them that the patient comes first, and they represent your practice, as first impressions last.	Your staff should understand that it not a one-time interaction. They should learn to build a rapport with patients and help them feel at ease during a difficult time. Also there is a time and a place for singing and joking,and a Drs waiting room is not one of them.Show some respect.