

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: November 2025

Total Responses: 175

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

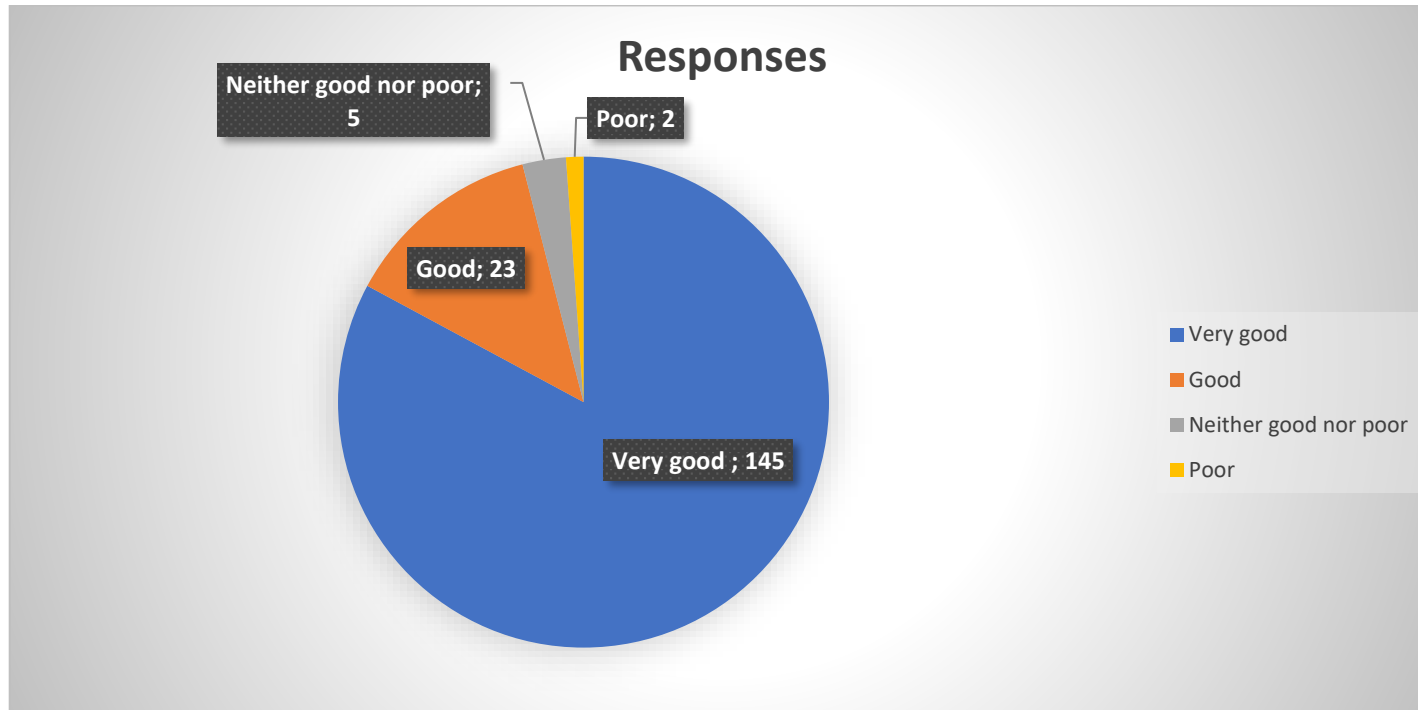
Why did you answer that? **Optional**

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	145	83%
Good	23	13%
Neither good nor poor	3	3%
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

Overall, how was your experience of our service?	Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
Very good	Dr, was EXTREMELY understanding		
Very good	Friendly, quick appointment	Nothing	
Very good	Every confidence in Dr's assessments.	Nothing.	
Very good	Appointment for diabetic review with practice nurse was carried out in a very professional and friendly manner as always! Previous appointment with Dr this week for injection in shoulder was equally a positive experience. Let's hope it works 🙏		
Very good	The doctor took his time and explained everything with me. Making it easy to understand what had happened and how to help me if it happens again. Very clear and calm with me not rushing and I felt very at ease.		
Very good	I was a little late for my appointment but still got seen the doctor was just leaving but still seen me		
Very good	Good proactive communication		
Very good	Very friendly and helpful		
Very good	Quick response and caring treatment		
Very good	I was a bit late going in but Dr was brilliant.		
Very good	Given good advice and plan of action	Faster waiting time	
Very good	Good service		
Very good	Very friendly and professional. Received some good advice.		



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Very good	Quick, timely, good communication, personable		
Very good	Doctor always listens to my ongoing HRT problems and is very proactive in finding solutions and organising tests to understand what is going on. Ti's is reassuring.	The appointment was a little later than the appointment time but not really a problem.	
Very good	Always have good service		
Very good	Happy with my consultation	Nothing	
Very good	No other than an as I say I've seen 2 doctors there and both of them were kind, caring, considerate and actually listened and that's not so easy to find these days as you might think. Some doctors you can tell you're almost an irritant to them , certainly I found that at my last practice. This surgery is 10/10	No, it's a lovely surgery, and in my opinion it's ran 1000 times better than my last practice	
Very good	Excellent, lovely friendly staff who introduced themselves and explained what they were going to do .	Nothing	Really useful being to come in on a Saturday so it doesn't impact on my job .Thank you
Very good	The care and service my family receive is excellent in every way, feel very lucky to be looked after this way		
Very good	Seen on time, the nurse I ssw was great.		
Very good	Dr answered all my questions very acceptably as usual . The plans to sort out the problem give me confidence .		
Very good	No problem		
Very good	Because I wasn't rushed...felt very comfortable with the appointment. Felt I could ask questions without worrying about the time.		



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Very good	Practice nurse was kind, did the test required and provided advice I needed		
Very good	Pleasant reception staff and a worth while visit to the doctor who was lovely thankyou !		
Very good	The nurse was fantastic. So reassuring, kind and patient.		
Very good	I needed to see a doctor asap due to mental health. The surgery acted upon the information and I was seen the same day	Nothing	Thank you so much as if this had gone on any longer I don't think I would have coped at all well
Very good	It was really good the nurse Kate is excellent	Nothing at all	
Very good	The nurse was great and made the visit a good one.	None	
Very good	From an annual review on Monday I got a prompt appointment the day after with the doctor. Which cleared up questions I had from Monday.and put my mind at rest . To make sure I didn't forget the time of the appointment I also got 3 messages via text and email . All went well and now I'm a lot happier. Thank you very much.		
Very good	Fast turn round good advice Flixton Road Medical centre provides a great service to the community		
Very good	Had an appointment with the diabetic nurse yesterday .was very helpful and informative . Came out feeling very positive .		
Very good	The doctor was very pleasant and explained everything to me		
Very good	On Tuesday 11th of November I attended an appointment with a Dr about severe headaches I have been experiencing. A diagnosis was proposed that needed an urgent blood test to corroborate his diagnosis. I came on for blood testing on Saturday. All	Nothing at all.	

	<p>completed very quickly and successfully.</p> <p>I got the results in the NHS app on Sunday. I had asked at reception for a follow up appointment with a doctor. On Monday morning I had an early call offering me an immediate appointment with I accepted. I came in at 10:20 and saw the Dr. The blood s result didn't confirm the original diagnosis by the consultant, so I have been referred to a specialist at Salford Royal Hospital.</p> <p>All interactions with both reception and medical staff have been exceptionally good on each visit, and the speedy transition thru all visits I found to be Exceptional.. (and to be honest, unexpected)</p> <p>My headaches were, and still are, very concerning/stressful, but my treatment in the past week has helped my frame of mind enormously.</p> <p>A Big 'Thank You' to all concerned.</p>		
Very good	The Practice Nurse was helpful caring and 'knew her stuff'.		
Very good	First rate service		
Very good	I asked for a particular GP and got him with a very satisfactory outcome	Nothing	
Very good	Every question was answered at my annual review appointment. It was on time and I now have a further appointment with the doctor.		
Very good	Sensitive. caring Doctor. Helped me to obtain medication products to relieve problems.	Not applicable	Not applicable
Very good	Friendly staff, no delays, thank you.	Offer mince pies	



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Very good	The surgery is always very efficient	Nothing more to add	
Very good	The surgery works in a very efficient way.	Nothing in my opinion	
Very good	Booking the blood test was quick and easy and a friendly member of staff was very helpful. The actual appointment was done in a warm but yet professional manner.		
Very good	Needed an appointment and got one when we needed it	Nothing	None best surgery in Trafford
Very good	Quick, efficient and friendly		
			I've always been happy with the surgery Sometimes you may have to wait a little longer but that's right across the board
Very good	Because it was	Nothing	I'd like to say thank you
Very good	Seen quickly and efficiently	Nothing	None
Very good	Dr dealt with both my problems perfectly and put my mind at ease as I would have wished. I hadn't met the doctor previously and found their manner very acceptable .		
Very good	Friendly staff and good doctor who listened	Nothing	
Very good	Was able to get an emergency appointment that I needed	Nothing	Friendly Doctor explained everything
Very good	Walked straight into the appointment early nurse was very friendly and professional.		
Very good	On time friendly knowledgeable caring holistic care	The questionnaire should be electronically linked to notes	



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Very good	Everybody is fab	Nothing	Print and quick service. Thank you and a merry Christmas
Very good	I got an appointment without too much of a wait.		Dr was extremely nice and helpful and it was nice to meet him as I had only spoken to him on the phone previously.
Very good	Got appointment straight away		
Very good	Very understanding receptionist, called back quickly with options for an urgent appointment.		
Very good	The doctor was absolutely brilliant		
Very good	Slight delay with appointment, doctor was very helpful and reassuring.		
Very good	Always find the Nurses very helpful informative and professional including Doctors.	None	
Very good	being doctor could explain details to patients	please keep on time if available ,or could be noting the waiting time which will be better being my appointment time 9:40 but finally about 9:52 to see doctor, if I could know the waiting time, will be more perfect.	none , thank you &doctor so much!!
Very good	The nurse was exceptionally helpful thank you 👍		
Very good	Nurse was so lovely, she had a lovely chat with me, discussing things.		
Very good	Because the reception and nurse who took my blood where very polite and pleasant. And Rose who took my blood	Nothin	Just carry on as you are

	Was great didn't feel a thing. I was in and out in know time. 👍 ❌		
Very good	Doctor was prepared to listen and address my health issues .		
Very good	Because I did receive good service	I couldn't fault anything	
Very good	Initial appointment process very difficult even though my case marked urgent. Once at the consultation I was listened to, everything explained to me very well - taken seriously- progressed to referral quickly - thanks	ensure the appointment system is effective- case was marked urgent but I had to remind twice on the Ask my GP app then phone the surgery for progress and the receptionist was focused on excuses which were somewhat patronising- very hit and miss with ineffective triage and too much focus on receptionist interpretation leading to inconsistent and process rather than patient centric care.	
Very good	Excellent service		
Very good	Once again another great Doctor. Explained everything to me. Very thorough in everything he said and did.	No, you have this Surgery just right.	Just a big thank you x
Very good	I HAVE NEDDLE PHOBIA VERY PATIENT	Nothing	
Very good	I appreciate being able to have an appointment out of normal hours. Medical and reception staff attentive and approachable		
Very good	Parking easy for a change. Seen quickly.		
Very good	Seen to quickly. Doctor was friendly and understanding. Came away feeling acknowledged and with a clear path of how to get better.		
Very good	Have had 2 appointments a week apart with Dr following an extremely frightening collapsing		

	<p>episode whilst flying.</p> <p>The GP has took the time to listen to me about the situation in an understanding, friendly, and courteous manner whilst also setting in place further Urgent investigations.</p> <p>He has put my mind at ease. I am extremely grateful for this</p> <p>😊</p>		
Very good	Polite and Professional service		
Very good	Doctor and staff are helpful and supportive		
Very good	Doctor and staff are very helpful and supportive		
Very good	From logging request on my Gp the service was fast & very good		
			<p>I am very new to the practice</p> <p>I have only had 2 appointments each time it has been positive</p> <p>100% improvement on my last doctors surgery</p>
Very good	The Dr was easy to speak to and explained things	Nothing	
Very good	The doctor I seen was great		
Very good	Appointment was on time, very understanding and lots of opportunities to ask questions.		Thanks, received appointment quickly
Very good	The nurse was very helpful	Nothing	
Very good	Dr was very helpfull as I had a lot off things I wanted to show him, took his time very happy with the treatment I received 5 star a few years ago flixton		



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	road medical centre was really bad very hard to get appointments now thing have changed so much a lot easier to get a appointment and very helpfull.		
Very good	Listened , explained, professional		
Very good	The nurse was very helpful The and thorough. I had an appointment for my shingles jab and also an appointment on Friday for my bloods but she did them there and then for me saving me another appointment.		The reception staff were also very helpful
Very good	Punctual, thorough and he explained everything; always looks at all possibilities.		
Very good	The nurse I saw was very personable and also skillful with the needle! ✍	Took a little while to get the appointment but the Ask My GP service is now much better for the patient.	
Very good	The Dr I seen was very helpful and listened to my issues and sorted them out straight away.	Nothing from my experience I had today.	
Very good	It was easy		
Very good	They are very quick to see u have an appointment very soon depending on the urgency of your illness and all the doctors are very patient and caring regarding every individual	Nothing that comes to mind	No
Very good	Really swift appointment which was helpful given my situation	No the service was excellent	
Very good	No problems		
Very good	Always on time and was excellent	Nothing	
Very good	Always treated with respect. Staff very polite and helpful.	Noyhinh6	
Very good	Dr was very helpful & very attentive. Listened to all I had to say.	nothing	
Very good	Doctor was very caring understanding		



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Very good	I saw the doctor at the allotted time and the consultation was satisfactory.		
Very good	I saw Dr not seen them for a while, they the best doctor I have ever seen, all other doctors are good, but I do prefer this doctor,	Nothing you all do your jobs very well,	

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

Responses: good

Overall, how was your experience of our service?	Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
Good	Nearly on time, everything done professionally	Stick more to appointment times. Early appointment 10.min late	If early appointments run late then it's likely appointments start to get later through the day ...just a thought
Good	Dr I saw explained my medical condition in a way that was understandable to me. He was patient, allowed me to ask questions and answered my questions in a way which made me feel at ease. Overall I was very satisfied		
Good	It was quick and efficient	Could have spent a little more time putting my mind at rest over the medication I am taking.	
Good	I was seen on time by the practice nurse. was efficient. Also had An interesting chat with the nurse hadn't seen the nurse for over a year.		



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Good	<p>Doctor was fantastic receptionist good just couldn't get appointments which the doctor said I needed to have for follow up</p> <p>ECG test, blood pressure checked again, the blood test I needed were arranged for the following weekend not the fault of the receptionist I'd like to add just the system</p>	<p>Organise appointments so when someone needs a 20 minute slot they are available I needed a 20minute slot there were only 10 minute slots</p>	No
Good	<p>Although appointment was late Dr. did apologize which was nice but not needed, as patients once relaxed tend to open up more. Dr. as usual pleasant & friendly & prescribed as asked.</p>		
Good	<p>Fab service, shame couldn't get same appointment but fully understand.</p> <p>Every other aspect was perfect</p>		<p>Many thanks for all the help and the comprehensive consultation with the chocolate</p>
Good	<p>It was very good service and the doctor tried to help me. He was very nice and helpful</p>	<p>Maybe more chances to get the appointments face to face with doctors</p>	
Good	<p>The nurse was brilliant as always but experience was</p>	<p>More apts available</p>	

	not “very good” because my apt on 24 Oct was cancelled last minute and the next available was 11 Nov which is not ideal at all		
Good	Nurse was excellent, advised and administered vaccines for upcoming holidays.	My appointment times to see her was booked by the admin team and I asked for it to be double checked as a late date. “Due to time restrictions on my travel vaccines” when I spoke to nurse she was on holiday on the late dates I was originally given.	The staff team are excellent and have been on many occasions. I actually asked for assistance 3mth prior to my trip away in December and it was over a month to book into visit a nurse, thank fully I called back and managed to speak with a nurse. If I had not done this, I could have been in a challenging situation. the date I was give was never going to happened due to nurses holidays. Some way of all staff being able to see AL to avoid cancellations of appointments.
Good	On reflection, whilst I am satisfied with my consultation, I think that perhaps I should have been offered a PSA test to rule any prostate issues.	See above. Your reception staff always appear a bit grumpy and not particularly welcoming.	I was pleased to be seen quite quickly both in respect to the appointment being made and the actual appointment.
Good	On time, quick and easy process Everyone was friendly and helpful	Just make sure patients know the full story eg what’s being tested (bloods) and why	All went v well - thank-you
Good	Once I knew I had an appointment it was good. It’s not too easy knowing I’ve	Upstairs open the windows. The poor people in the boxed off area are subject to everyone’s germs. Another patient was coughing so much I put a face mask on. I	The seating area upstairs is limited and it feels a bit cramped. I would rather wait downstairs or in my car



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	replied correctly to the invite for the appointment	would have caught a worse infection than I already had.	until I am called as I don't want to catch other peoples illnesses.
Good	The doctor was accommodating withy questions and not dismissed the question.		
Good	I was able to receive my repeat Prescription.		
Good	I was called in 20 mins late. Everything was discussed and explained very clearly. I felt the Dr was very professional, friendly and knowledgeable with his explanations.	Time keeping. I know some appointments can run over but felt 20 mins was quite a long time.	

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

Overall, how was your experience of our service?	Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
Neither good nor poor	Too long to wait to see a doctor	Get my name right will help On my appointment	
Neither good nor poor	Because I asked about a report that was referred back and it couldn't be found regarding my liver scan. MRI Ssay it was returned on the ERS system.	Listen to my concerns regarding my overall health at the moment I had asked for an appointment to discuss it. I appreciate that the surgery and doctors are extremely busy. There used to be yearly health review where you could discuss overall health. As lovely as all the Reception staff, doctors and nurses are they don't have the time.	Yes I am feeling very unwell I have several things going on but feel unable to discuss what's going on. I.e Dizziness Itchy skin Tingling in feet legs and hands Muscular pain with weakness in my legs and lower back. I am taking painkillers constantly. Sorry to be a nuisance but you asked how I felt.
Neither good nor poor	After checking in for my appointment it all went well. But the person on reception needs to be a little more		



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	pleasant, she just seems as if she couldn't be bothered.		
Neither good nor poor	The doctor today was a bit abrupt with me	Be more sensitive perhaps	
Neither good nor poor	<p>The surgery was very unprepared and staff on reception were unprofessional.</p> <p>The shutter did not open until 8.05 am my appointment was at 8.00am, computers weren't on so they couldn't tell me where to go.</p> <p>Once I got to the nurse she was great.</p>	Staff been more organised and professional	

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

Responses: Poor

Overall, how was your experience of our service?	Why did you answer that?	Please tell us anything that we could have done better?	Any other comments
Poor	I recieved a text message from the surgery to say my appointment was arranged to 2pm . When went to book I was told that my appointment was for 2.30pm, no real explanation. Having arrived timely wasn't actually seen until 2. 40.	Check appointment booking with text messages.	
Poor	The doctor was rude, I felt like they spoke to me in a very condescending way. Dr withheld test results until after they had asked me questions about my childs symptoms, not sure why this was done and it felt very patronising overall. The tone and way you speak to people is very important and this needs to improve	As above	