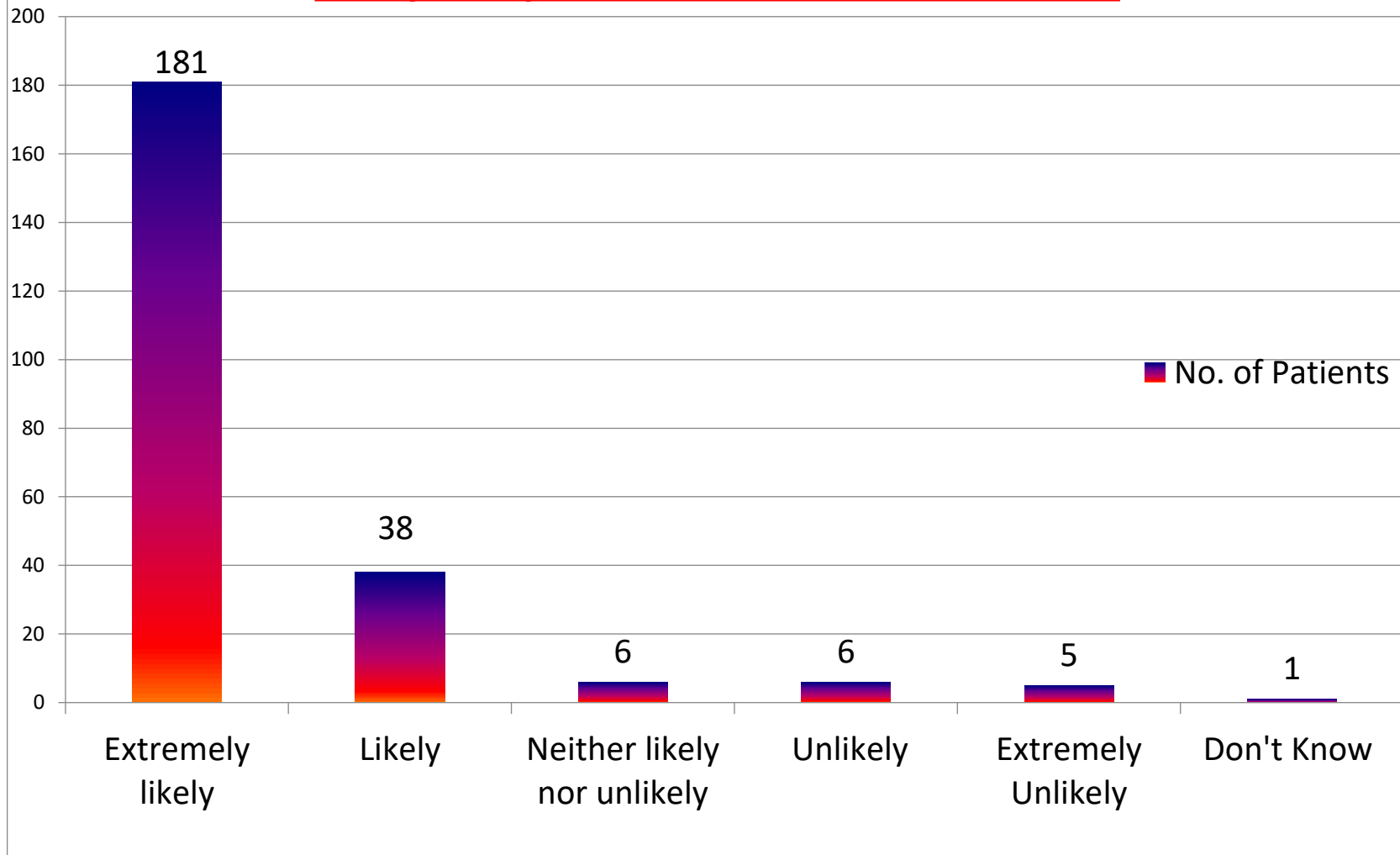


Friends & Family Test - Winterton & Burton - April 2024

How Likely are you to recommend our GP Practice to Friends & Family if they needed similar care or treatment?



Positive comments

- Was seen on time by my usual doctor who is extremely professional. Just would like to ask that when reception ring the patient, could they let the phone ring a little bit longer, and give the patient time to get to the phone. Thanks.
- Brilliant service from all the staff
- All staff are always helpful and friendly and very obliging.
- The staff were polite, and accommodating as much as possible as regards my appointment time, on the day I wasn't waiting long, and everything was explained to me clearly before I was treated.
- Cannot fault this practice who I have been with for many years. Always friendly receptionists
Same day Appointment made easily according to my problem. Seen and received medication by Doctor Mitchell, who was excellent. Thank you 🙏
- Always helpful and a human at the end of the phone
- Just excellent service. Prompt appointments, especially for more worrying concerns.
- The nurse called Nicola has given excellent care. She has been kind patient and understanding and helped me with the treatment I needed.
- The time given to explain the treatment required to improve the health complaint and the measures taken to ensure any further treatment required can be implemented without hesitation by simple actions. Gives confidence in the service provided by this practice.
- I was made to feel relaxed by the nurse through her relaxed way of explaining what the injection was for also enjoyed her witty banter with me.
- I call the surgery 8. 30 spoke to receptionist told her my problem got call back from doctor 9.30 explained my issue was told to come to surgery 11.15 appointment, very understanding doctor made me feel very at ease many thanks.
- Geoff is very helpful and friendly. He always puts me completely at ease.
- Great service again, Leah Woods is a credit to this surgery
- My partner and I have been with the practice for two years now and we have been assisted by them promptly and professionally with every single query and appointment that we have needed to make, therefore we can't fault them.
- Caring and professional. All staff are fantastic, and I am extremely grateful for the service you provide.
- Charlotte was brilliant very caring polite and professional, and I would love to see her when I have to visit the surgery.
- Because the likes of Dr Mitchell, Charlotte Parsonage, Hayley Coe. Caroline Bailey are excellent.

- I was seen on time, and the practice nurse explained everything well, gave me my diagnosis and arranged prescription and follow up. He was very friendly and professional to deal with and gave me plenty of time in the consultation. He even sent a follow up text confirming what we'd discussed. Ten out of ten! (Geoff)
- Always friendly and efficient once you've got an appointment not easy especially for Burton. I'm disabled and find it hard to get to Winterton
- Very quick visit, not waiting long. Lovely staff member taking my blood and on reception the day before
- The experience of going to the doctors was a pleasurable one due to the person making me feel at ease when doing another of tests to come to my diagnosis and explaining everything to me what she was doing it was a most enjoyable visit.
- Consultation with physiotherapist Jenny. She was very attentive, thorough, and informative.
- I have been waiting to see a consultant at Scunthorpe hospital for coming on 6 months, Dr Ike has been really helpful, understanding and overall brilliant. The consultant who I see at the hospital does a clinic at Winterton medical practice so Dr Ike put me in his clinic at Winterton and now I finally have some answers and a treatment plan. Most of all the worry of the last 6 months is now gone. Dr Ike has gone above and beyond for me; I will most definitely recommend seeing him
- Lovely people at our surgery. Everyone there is friendly and so competent. Thank you.
- Dr Ike was patient and thorough and explained the next steps well.
- Very professional and helpful helping my MMR status this include Vicky receptionist answering the phone and Helen Practice Nurse action my request and completing the vaccination whilst I was attending for blood appt which freed up an appointment for other patients
- GEOFF the nurse gave good advice re the results of my blood test.
- The service I was given was kind and put me at my ease can I mention the excellent service I was given when cancelling and rebooting my appointments. Can I give a special mention to Lauren who dealt with me with a very kind and professional manner it seemed nothing was too much trouble for her.
- I was seen via 111. Charlotte Parsonage saw me and was very thorough.
- Everyone, especially the receptionists and dispensary staff have been really helpful. The service is a big improvement on our previous gp's. So glad we have moved to this area
- Saw Dr George for an ongoing health problem. She has a good bedside manner does exactly what she says she's going to do and does it straight away. I always feel listened to and safe in her care.
- Dr Aung as always is very thorough and listens to you, he also explains everything for you and if you are unsure, he will go over it again...he is a great asset to the surgery and I hope he stays with us for a few years...although it is very difficult to get an appt with him
- Diabetic appointment with Geoff Chapman first class service a true gentleman.
- Never had a problem getting an emergency appt and staff very lovely especially Burton surgery, very obliging and friendly, feel like a proper family Drs , keep it up. Winterton a bit more harsh, apart from the lovely receptionist Cynthia !!

- From the receptionist to the dispensary team, the nurses and doctors, I firmly believe we have a superb team at Burton upon Stather surgery. Always ready to listen and see that you are provided with excellent care.
- Leah Woods dealt with my results and explained things very well and offered good advice
- Very thorough consultation with DR Samuel. Only problem was length of time to get an appointment. But otherwise very good.
- I can only give positive feedback in Paula Hurton. She is a fabulous HCA who always puts patients at the heart of everything and she always continues to show she cares. I think someone as passionate in nursing as Paula should mentor, as newer nurses would be able to learn a lot and to take it along to their future practice.
- As always, friendly, professional, informative treatment. As a retired nurse, it gladdens my heart to see that my successors are as good as, if not better, than myself and my peer group.

Negative comments

- Never able to see the Dr You wish to see in a timely manner.
- Good care when seen, but can wait 4 weeks for appointment with a specific GP
- You have difficulty getting appointments, and you never see same dr, I need a injection in my hand but got to wait 3/6 months.
- Although on this occasion it was good on other times it was bad. Running 5mins late and not been able to be seen but you sometimes can be waiting for a good half hour after your appointment but that's ok.
- Cannot always ensure continuity of care.
- A difficult time for the NHS, I heard people being offered the earliest appointment 2 weeks away. Otherwise, 5 * service
- The phone message when ringing up Winterton Practice is far too long. And when you finally get through. You seem to be waiting forever. The staff are lovely, and place is nice, but more parking is needed.