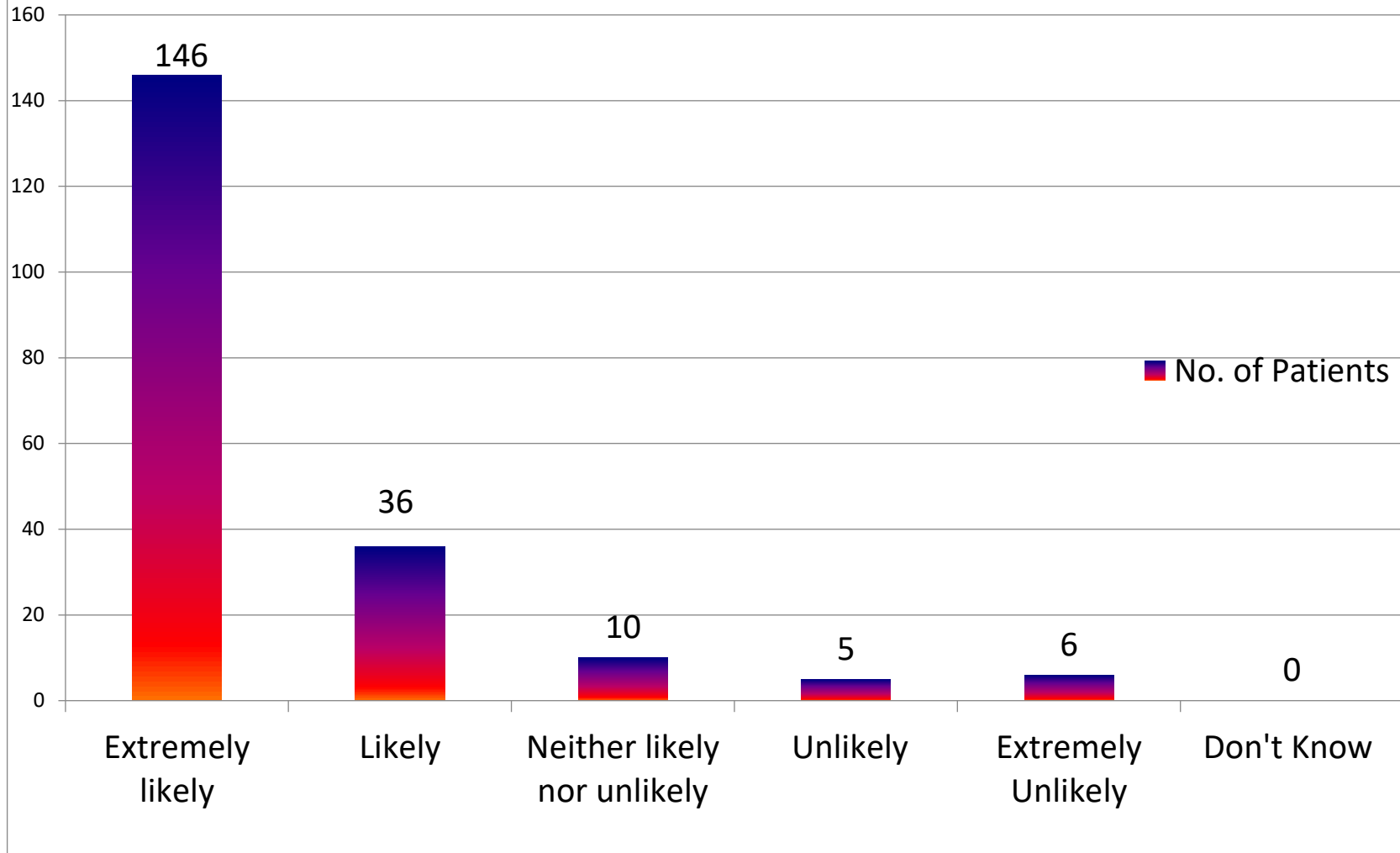


**Friends & Family Test - Winterton & Burton - August 2024**

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



## Positive comments

- Saw **Charlotte**, she identified that I had a severe problem referred to my consultant and had 3 clots in my lung she saved my life really. I know that staff do not like praise but she went up and beyond
- Practice Nurse **Nicola Bull** is excellent . She arranged an extra appointment for me , added on to an already busy appointments list . She dressed the wound on my leg with great care and attention . She arranged a follow - up appointment and a prescription . Excellent service and medical care . The young lady **Receptionist with the North East accent** is cheerful and competent . What more could a patient ask for? I am very thankful .
- Getting an appointment was easy and straight forward. I'm impressed with the callback service which means no longer having to wait on the phone so I can get on with my day. The call back is usually very prompt too.
- **Dr Samuel** was kind professional and took time to listen.
- **Dr Dubby** very kind and understanding and gave me time to explain my situation
- The physio **Michelle** was very thorough, knowledgeable and helpful, explained and demonstrated my exercises to carry out very well.
- **Dr Dubby** always makes time to listen & explain. She will follow up on enquiries when necessary. She has a friendly, reassuring manner.
- **Dr Dubby** always makes time to listen & explain. She will follow up on enquiries when necessary. She has a friendly, reassuring manner.
- On time. Friendly nurse no fuss vaccination done quickly and efficiently.
- My doctor was extremely thorough, kind and I didn't feel rushed. All at this practice treat you like a person and do their utmost to help with any problem. This includes excellent reception personnel.
- I only had dealings with **reception staff**, arranging my appointment and arranging an appointment for my partner. Very polite and helpful. Thanks.
- The doctors and nurses are a very good team and the receptionist courteous and helpful. **Dr Aung** is an exceptional asset.
- The **practice nurse** was very informative and helped with my enquiry

- I would like to thank everyone at the surgery for the wonderful treatment you gave me before and after my total knee replacement and a very special thanks to **Dr Alawsi** for her excellent service to me what a wonderful young lady she is very polite and professional and a lovely asset to the surgery once again thank you all very much.
- As always professional, knowledgeable wonderful care . Thankyou **Dr Dubby**
- I attended the surgery for a cervical screening test. The nurse was reassuring and kept me informed regarding the test and how the result/ screening had changed from last time I had one. She was exceptional. Also the new screen telling when your appointment is ready is much better.
- The doctor I saw **Dr Okeke** explained everything to me has was very nice
- All staff I come in to contact with are friendly and helpful. They make any visit to the surgery a pleasant experience.
- Friendly **reception and dispensary** staff. Doctor listened to me seemed genuinely interested and caring. I felt reassured by professional knowledgeable attitude
- My appointment was with **Geoff** regarding results for my diabetes. He was so reassuring and kind. Very easy to talk to and understanding. Thank you for such a great service as usual.
- Saw **Jennifer (physio)** and she explained what she thought the problem was (which was different to what the doctor thought, but only slightly) and how I can try and fix it. All in a friendly, helpful manner.
- **Dr Aung** has so much patience with his patients.
- The receptionist so pleasant the doctors are professional and engaging. There is no problem usually getting an appointment.
- It is always possible to see a medical person if not a doctor and **Doctor Aung** is extremely thorough always getting to the bottom of your illness.
- Pleasant conversation with **Geoff** regarding test results. Explained very well.
- Very good medical care given by Practice **Nurse Nicola Bill and Practice Nurse Helen Waters** for a leg wound . Two follow - up appointments arranged to monitor progress and change / remove bandage and clean area of wound . The NHS is in a very good state from my experiences of it .
- **Liane** was very good indeed. Usually have a problem giving a blood test because my veins are difficult to find. No problems whatsoever on this occasion.
- My appointment with **Jenifer Alamani** was very helpful as she listened to me and explained everything fully. I didn't feel rushed, and thanks to her advice I feel confident that I understand and can self-manage my condition.

- Dr Aung is an excellent doctor, patient, discusses in depth and my baby is always happy to see him
- Respiratory nurse Geoff is so friendly, thorough and explains everything well. He has helped me to get the best treatment for my condition, and I feel so much better than I have felt for a long time.
- Dr Dubby is very approachable and a good listener; she is thoughtful and tries hard to resolve whatever issue is presented to her
- Locum doctor Elizabeth very helpful and pleasant. Didn't feel anything was too much trouble
- Spoke to Geoff the diabetic nurse. He is very friendly, helpful and encouraging. It's always a pleasure to know I'm doing ok and if I'm slipping a bit he gives lots of helpful advice.
- Dr Aung is always thorough and caring when you are lucky enough to get an appointment with him. A great asset to Winterton Medical Practice.

## Negative comments

- Increasing local population stretches services
- Too long to get bloods taken it should be days not weeks especially when a serious condition. Please sort out your appointment problem. People are excellent and great under pressure, well done to them.
- As with most GP practices it is near impossible to make a routine appointment with a Dr of choice without having to jump through many hoops. I was lucky this time and caught a cancellation
- Arrived in plenty of time for an appointment for a 1yr old, the appointment was at 9.45 we were not seen until 10.30 and had a very upset child. There are no entertainment places for kids anymore as well in reception. While waiting no one was called to see the Dr we were seeing, and no reason was given as to why it was so late.