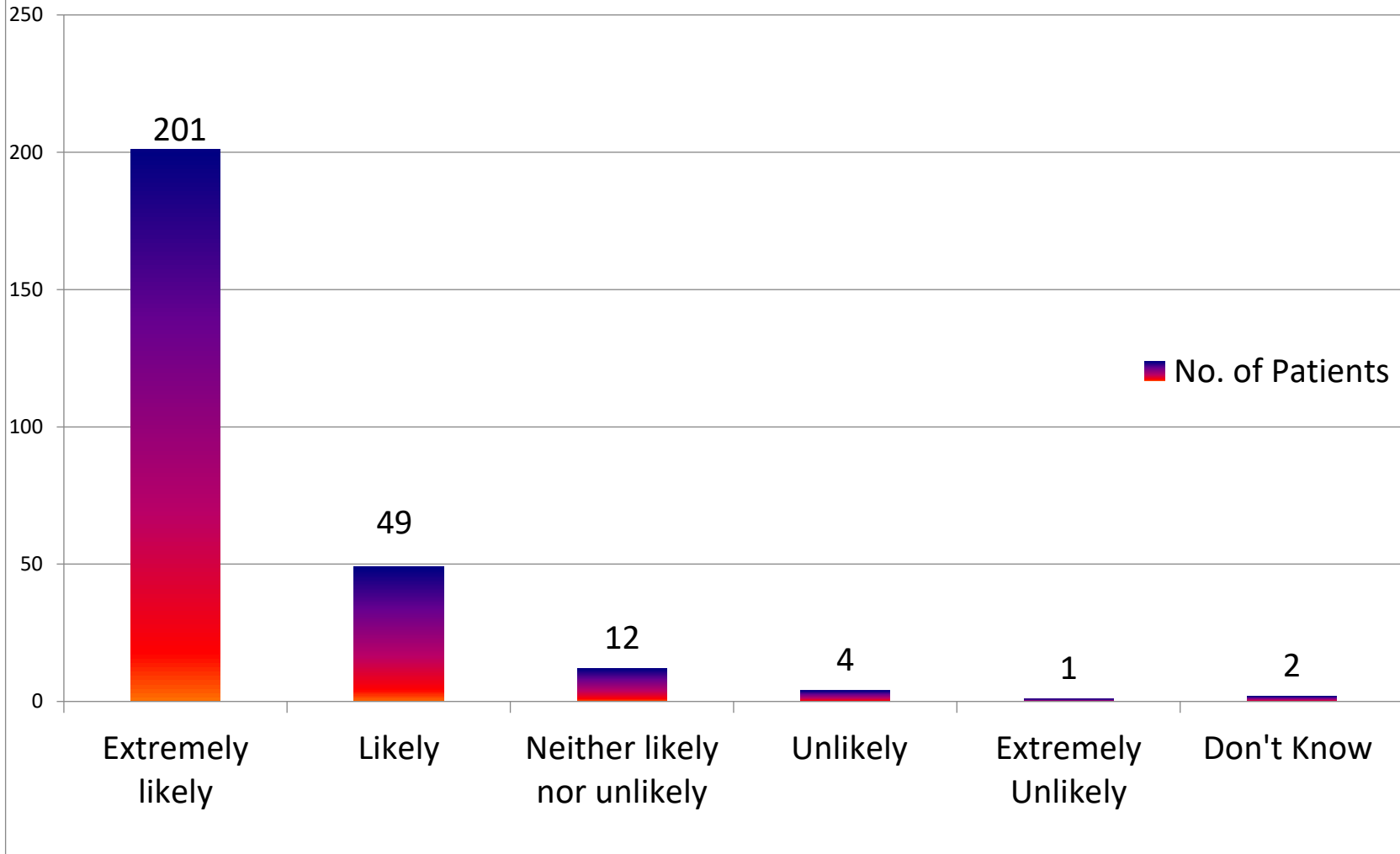


Friends & Family Test - Winterton & Burton - February 2024

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



Positive comments

- Excellent service throughout the clinic from receptionist through medical staff
- I had a cervical smear test. The Nurse was excellent. She explained everything thoroughly and was kind and efficient. Thank you.
- I have been with the practice for nearly two years and anything that I have needed to have done with respect to my blood pressure or diabetes etc has been sorted out in a timely manner and if I ever have any questions or concerns, I'm always able to get help with.
- I received a very clear and easily understandable diagnosis to my problem.
- Doctor was very thorough, listened and made us feel confident that we were in safe hands. My husband suffers with dementia and the doctor was very sensitive he came away a lot calmer and settled.
- Saw a medical student, who was excellent, friendly and thorough, she will be a first-class Dr!
- All straightforward. Lady on reception very pleasant and nurse practitioner lovely.
- Completely satisfied with the consultation, treatment, and signposting to other services.
- After recent scan which **Dr George** organised which, I am grateful for I was seen by another Dr at the hospital. I found him to be extremely approachable, very empathetic, took on board my anxiety regarding a possible procedure that I may need but at the same time encouraged me to at least have an appointment with the relevant dept to discuss further which I have agreed to. I found his manner very pleasing and did not feel rushed during the appointment. **Dr George** also has been extremely efficient with my care. Referring me to relevant departments and making sure those departments are aware of other conditions that may affect treatment etc.
I have felt valued and listened to thank you.
- **Doctor Debrah listens** to me and made me feel at ease
- Much improved service. Very polite and professional. Waiting times are less.
- Joined up service - bloods and blood pressure taken at the same time although requested by two different clinicians.
- The person who examined me clearly knew her stuff diagnosis was fast and accurate.
- Went to check in and the machine was playing up so had to que to check in for the nurse, the nurse was brilliant.
- Always prompt service, I usually call-in person to make appointments.
- The young lady (**Charlotte Parsonage**) that dealt with my issue was very friendly and polite and explained the treatment she was going to carry out in good detail so I could fully understand it and she carried out that treatment very quickly and professionally.
- **Dr Aung** took the time to listen to my son, referrals recommended for help for my son, my son felt much better mentally after his appt with Dr Aung
- First class service. All staff friendly, competent and all questions fully answered and explained.
- Both the physiotherapist and the nurse were extremely very friendly and helpful nothing was too much trouble.

- Very welcoming practice with pleasant staff and good patient care
- The receptionist was lovely, **Dr Aung** was lovely when he rang, and **Charlie** was very thorough and understanding. Thank you.
- I always use Burton upon Stather surgery as it is closer to my home. On my last visit I had bloods taken and enquired about some medication. All staff were approachable, friendly, professional, and thorough with the advice and care given.
- **Geoff** is such a friendly and positive person, yet completely professional. He explains everything, to make sure you understand.
- Great service very compassionate and caring. The staff are extremely competent in assessing situations and make the appropriate referrals as required. Not just for the children but for myself too. Very thorough showing a high level of commitment to patient care.
- Appointment when I needed it, Considerate consultation.
- Swift to respond. Listened to my concerns and was lovely and all the staff were caring to my baby.
- I have usually found that obtaining an appointment does not involve too long a wait. Staff are generally helpful and professional.
- I have received 1st class help from the doctors and all the people that work at the surgery.
- If you feel your illness is urgent you are seen very quickly. The triage system works well because Drs listen carefully and react accordingly.
- Seen by **Marie Fewster** nurse practitioner, very through listen to my queries, gave me good advice and said she would look into one of my queries.
- **Geoff** carried out a diabetic review and a COPD review. He took time to make sure I understood everything he told me. He's always very positive, friendly, and professional.
- Straight to the point and sorted my problem and explained everything to me.
- Excellent care and attention with clear feedback following MRI given by **Leah Wood**, much appreciated.
- Once again excellent service, followed up by a phone call later explaining another change in my medication.
- The surgery on initial contact to make an appointment was very friendly and approachable. The appointment with the doctor was on time, professional and I left feeling confident in the advice given to treat the matter.
- Very quick response with my online booking, staff courteous and I got a face-to-face consultation within hours.
- I used the online service was phoned back immediately and told a doctor would phone me before 1pm. The doctor phoned back an hour later and I was in the surgery at 12.20. The only problem was that I could not book in at the machine and had to queue which made me slightly late for my appointment. I was very happy with the advice and treatment I received.
- **Geoff Chapman** was very thorough and put me at ease, also very knowledgeable and helped with my issue when I had questions following surgery at Scunthorpe Hospital and wasn't provided with enough information.
- I was utterly at ease straight from the 1st minute to the last my test results were shown to me and explain in a way I could understand.
- This was followed up from a previous appointment.
The nurse practitioner rang me to give me an update from a previous appointment. This was very much appreciated.

- Saw nurse practitioner Marie Fewster for discussion about oral anticoagulation. She was extremely helpful.
- Dr Ope-Oluwa Olaniyi really listened and was sympathetic to all my concerns and took action to find out what was causing my ongoing problems.
- The reception was very quick and good. The GP was excellent. Would recommend to anybody. Thanks to the staff and the doctor.
- Dr Aung is fantastic! He listens to patients like no other doctor. He listens to everything that is said and supports and reassures patients throughout. I've never felt so at ease with a doctor before.
- Dr. Aung very caring Doctor
- Sent Klinik message at 0800 contacted by phone before 0900 appointment made to speak to Dr that afternoon and query resolved by close of day! Can't ask for more than that!
Both people I spoke to were polite and 'human'
- I visited Geoff for my annual Diabetic Check. He was great. Really helpful and positive. "lots of good feedback and good advice- he really knows his stuff! He makes me rally confidence in managing my condition !
- I have seen Leah Woods now on several occasions now and she is extremely professional and listens to your concerns. Can see she truly cares for the patients she sees.
- We have an excellent surgery here in Winterton, we are able to book appointments in advance where so many other surgeries only offer appointments on a daily basis, and these are not always available.
I am so grateful for the way our surgery operates.
- Dr George as usual was knowledgeable, explained things clearly mixed with a nice sense of humour. She is very understanding and approachable. A very nice person.
- Appt with a lovely nurse. I'd not seen her before, but she was respectful, reassuring and all round lovely. Unfortunately, I can't remember her name but was blonde with a navy-blue dress. Very nice manner with me. (Helen)
- Although there seems to be a long 2/3 week wait for blood test the receptionist was extremely helpful in enabling me to get a cancellation the following day, which I may not have done without her advice. Year 5 doctor was very efficient and took time to explain everything at a pace I understood.
- I had to collect a prescription, so after my telephone consultation I had to visit the surgery. Such a lovely friendly receptionist, a lovely, spacious waiting area too. And the Doctor who came through was very pleasant.
- Yes, I saw a Dr Christopher Njoku I think was his name and he was absolutely wonderful. Reception A+ I've never had reason to complain about anything from this surgery.
- We have been with the practice since 1986 and have always had excellent care from the health care professionals. We moved slightly out of catchment recently but were so very grateful for the practice allowing us to remain with the practice. We were worrying that we might have to move to a Brigg or Barton practice but are so happy to be allowed to stay with Winterton surgery. Excellent care, excellent service and want to say a big THANK YOU for everything you do for us.

- Since 1988 I have always been happy with the services I have received. I currently work and live overseas, when I come home to Winterton I am always able to contact a health practitioner for a review. This is important to me and so valuable, especially in the current climate in the UK where resources are under so much pressure.

Negative comments

- I didn't think the doctor was really interested in my visit.
- Appointment was weeks later, agreed treatment plan which then was cancelled hours later by text message. Follow up consultation was 45 minutes late.
- Good medical care. As a person with very poor mobility, I do not think access is easy. Car park spaces too close and distance challenging as no drop off space provided.
- Great service from GP, but much too long to get the appointment. My original appointment was two weeks away, but you put it back a further two weeks with no explanation.
- I was 20 minutes late in being called in for my appointment. I had been asked to attend this appointment by a doctor with whom I had a telephone appointment call on the Saturday morning prior to this appointment. The doctor I saw was a completely different doctor who seemed to have no idea why I was there. It took time for me to explain what had been said by the other doctor. When I mentioned CRPS this doctor

asked me what it stood for & didn't seem to know the condition. Hello was a very pleasant doctor who did his very best to listen & offer advice but I left feeling upset & disappointed that I had got no further with a condition that I have suffered with for 2 years now & no one seems to know much about it.

- Poor communication among various staff at the surgery. Experienced in almost every encounter. In my last appointment I was told that a form will also be ready with my prescription, but it wasn't! The receptionist could not find it after trying her best.
- This was my initial appointment after moving to the surgery. I arrived in time but had to wait over 20 mins to check in at reception as I couldn't book in electronically.

The Dr called me and I had to rush to keep up with him to see which room he was in. The chair was at the opposite side of the room, so we had to hold the conversation at least 2metres apart. The Dr then said I was late so I had to explain that no I wasn't but I had to wait for the receptionist.

Whilst the Dr was checking details, he asked me to confirm I had depression and anxiety, which I replied I hadn't got depression and I'm not an anxious person but I sometimes struggle with an anxiety feeling sometimes to which he replied, you haven't got depression, you haven't got anxiety but you have got depression and anxiety - I was hoping he may have listened to what I was trying to say.

Overall I was disappointed and let down by the service and think I may have made a mistake to move from my previous GP.