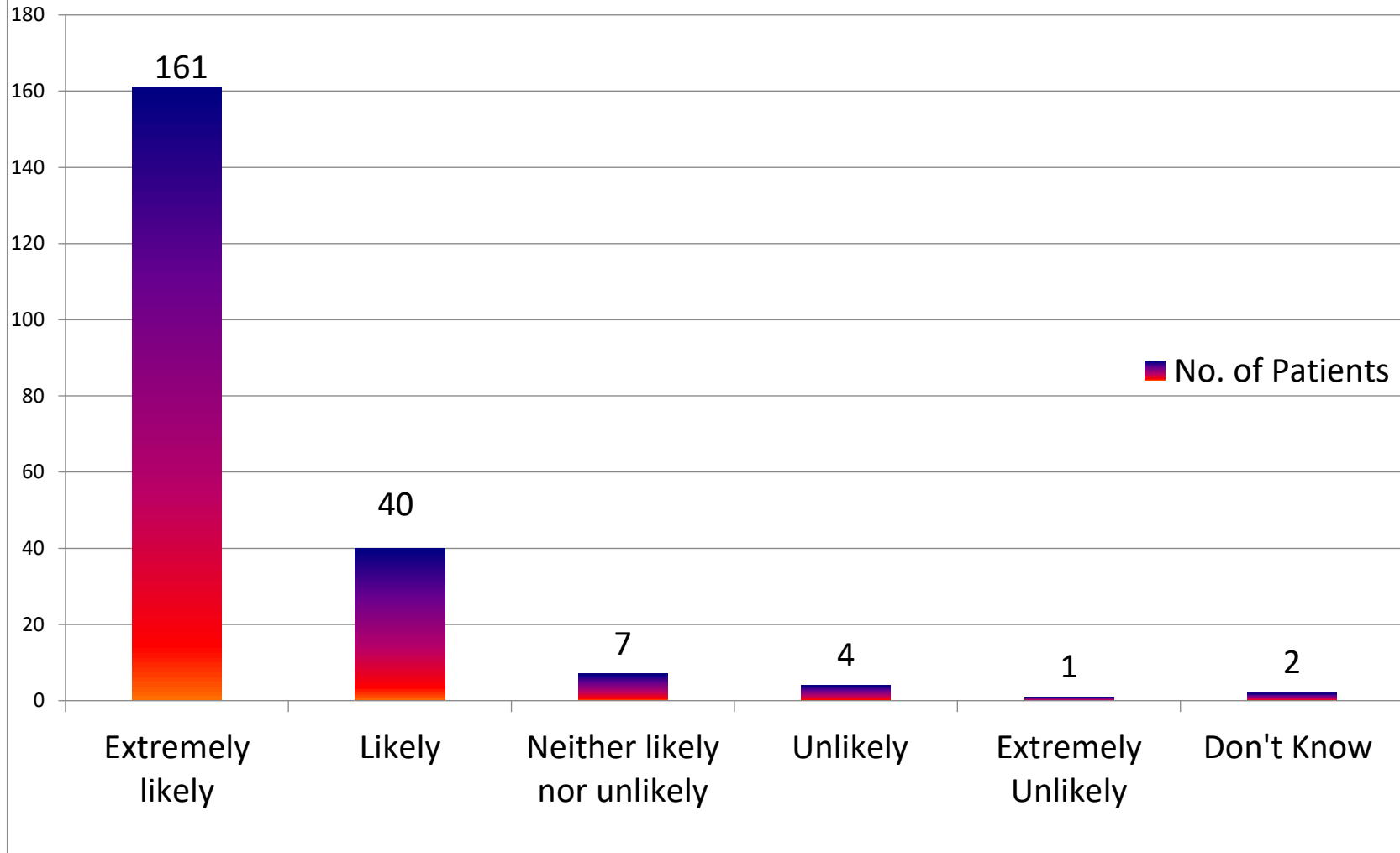


Friends & Family Test - Winterton & Burton - July 2024

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



Positive comments

- Friendly staff, punctual appointment, all good
- Staff listen carefully and try to give reassurance. Prompt contact when test results arrive
- Excellent service and receptionist very helpful
- Recently I was told they thought I'd got cancer. I've been to a few different hospitals for MRI scan, so quickly they pulled all the stops out for me and I'm glad to say I don't have cancer, but they were so quick in their reactions to find out. Thank you so much
- Consultation was on time even though it was late afternoon. **Doctor Aung** was very thorough and explained everything.
- The **physio** who dealt with me was professional, knowledgeable, polite and friendly.
- Didn't expect to be seen within an hour and a half of asking for an appointment as usually it's a struggle to be seen.
- Same day appointment! Lucky, I know, but the receptionist spotted a cancelled appointment.
- My first visit so I don't know if I could recommend **but Dr Okeke** was fantastic. Spent time making sure he understood all mum's issues and making sure we understood what he was telling us. Couldn't have asked for anything better! Thank you [Terrible comments box though!]
- **Geoff is** warm, knowledgeable and non-judgemental. He celebrates the small victories and gives support when results are not so good.
- I had an emergency appointment with **Dr George** about an agonising ongoing problem over 2 months that had made me immobile. She listened carefully, going back to the beginning and all the symptoms that followed and is sure of the condition I have. I'm having follow up tests and another appointment. I couldn't speak more highly of the care she gave me.
- The doctor I saw **Dr Deborah** I think it was. Fabulous! Listened to me, genuinely cared and helped me. By far the best doctor I have ever had from this surgery.
- The practice nurse who did my cervical exam was lovely, very professional and friendly and made an uncomfy process very bearable.
- From receptionist to the doctor and to the pharmacy linked to the doctors everything has been efficient and straight forwards and done to the highest standard
- Lovely staff who were v helpful. Building is v tired and in need of TLC

- Both the appointment with the GP and then the afternoon appointment with the ladies taking my blood were very good and thankfully had a sense of humour in what could have been a stressful situation for me. Thank you ladies
- **Dr Alawsi** was very good
- I was ten minutes late for my appointment and the doctor was on well-deserved break and she came down missing her break and got me off to the hospital which I thought was kind and nice
- Filled out an online form, the next day a staff member contacted me by phone very polite. I had an appointment the next few days very helpful staff and friendly. Great service
- **Dr Deborah** was wonderful!! Put me at ease and made me feel like I was in very good hands!!
- No problem in obtaining an appointment. Good service from the reception staff.
- First class service thanks to the team. All the **receptionists** @ the surgery.. **Helen Waters** always so caring and professional when having my treatment
- Just having a blood test but **Paula** is always so very pleasant to see, efficient, don't feel a thing and runs to time too. I'd also like to say how good both reception staff on booking you in and at the prescription desk have been to me recently when I've had many health problems.
- I found **Dr Deborah** very caring and informative.
- **Dr Olaniyi** was very thorough, didn't make me feel rushed, gave me reassurance
- **Nicola Bull** dealt with my issue and informed me what had happened.
- Receptionist was brilliant really listened and arranged for my appointment face to face and I got prompt treatment
- The nurse was so efficient and understanding and helped more than other professionals when I had a seizure after having bloods made me feel calm and safe with additional after care offered if needed ... She was brilliant with partner who was there too
- I found Nurse practitioner **Charlotte** very thorough. The antibiotics she prescribed have reduced the symptoms within a day.
- My appointment **with Marie** was on time. She was friendly & efficient.
- Saw **Geoff** the diabetes nurse. He is really lovely, easy to talk to and always puts me at ease.
- I found **Dr George** extremely professional and thorough.

Negative comments

- You can't give the patients you have appointments without taking more
- It's always a struggle to get an appt especially for the doctor you wish to see even if he has requested you see him
- The only problem with this practice is the parking issues. It would make more sense to utilise the grass areas into parking bays & make it a one way system in from Earls Gate/ Lincoln Drive and out onto Manlake.