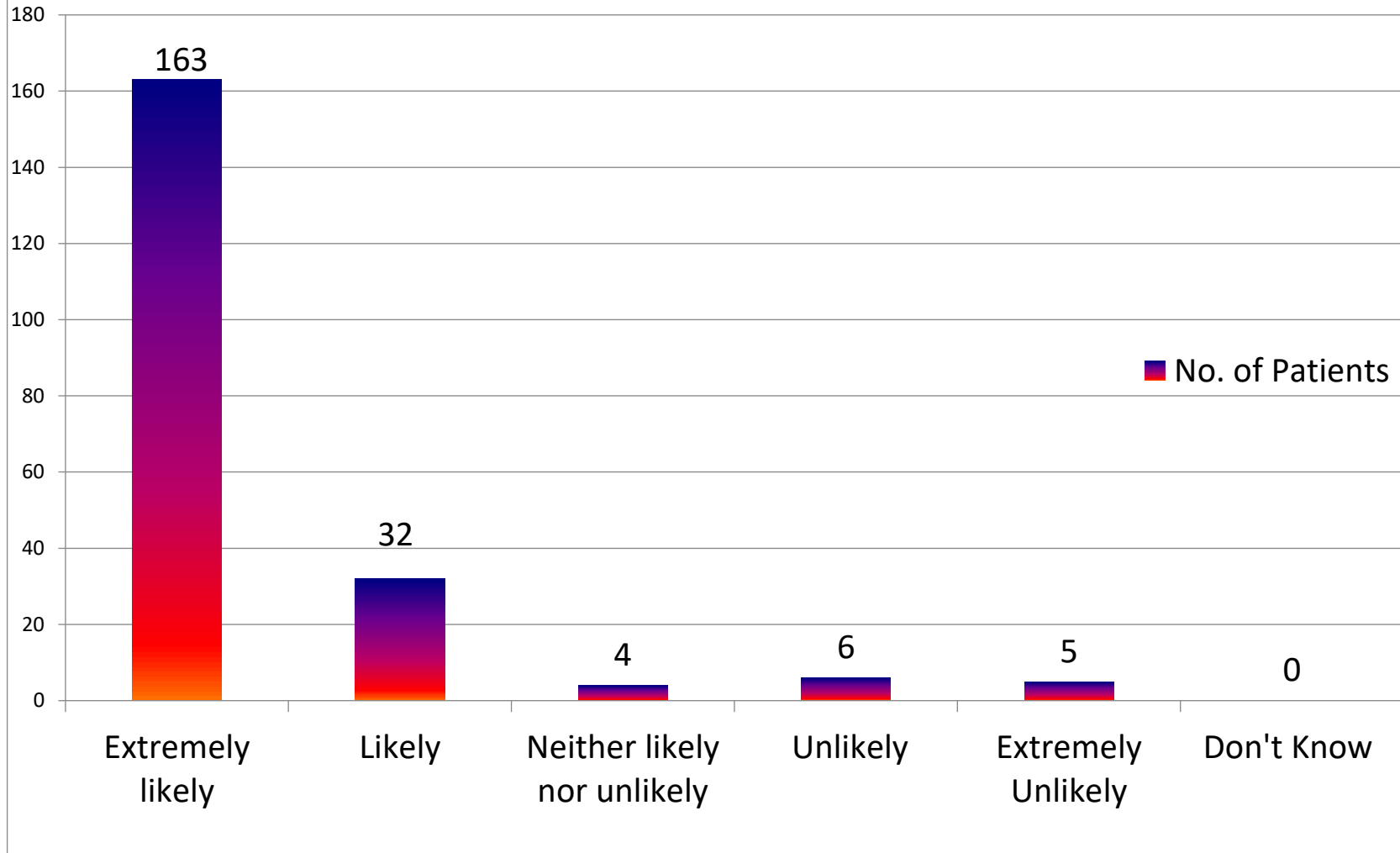


Friends & Family Test - Winterton & Burton - June 2024

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



Positive comments

- Staff professional. Contacting the surgery has improved.
- For Theatre staff – Very impressed with all the staff and the way I was treated.
- To be honest I had the best care from **Carla, Jenny and Dr Chaudhary**. I felt relaxed and really cared for during my procedure. Excellent team and excellent surgery.
- Took my son for his booster jabs! Lovely nurse and so personable - made me feel right at ease!
- Excellent service from **Dr Aung**
- **Dr Alawsi** - It is Gratifying to come across such a caring Dr who has a most gentle nature and is happy to talk and explain things. I left feeling all my questions had been answered, and I can only say how deeply saddened I was to hear she is only a locum, as I would be at the front of the queue for her to be my permanent Dr.
- Reception staff are amazing, **Kirsty and Wendy** are super helpful, friendly and professional. Pharmacy staff, **Kayleigh and Lucy** are so helpful, always taking time to help with my queries on medication, and if they don't know the answers, always finding out and getting back to you. I am so very grateful for the empathy, listening and care given. **Dr Ike** is also so helpful and caring. Thank you
- **Dr Samuel** saw me as an urgent patient and examined my and spoke to me in a really respectful caring manner, when I was very anxious. I truly was thankful that she immediately prescribed medications to help, and I appreciated being seen so quickly.
- Good attention given to me by **Dr Samuel**.
- I felt supported and listened to. Although my issues were complex, I was able to have the time to talk them through
- If you can get an appointment with **Dr George**, she cares and listens and you feel cared for.
- I have always been able to get an appointment reasonable quicky.
The doctors and nurses I have seen have all been extremely helpful.
- **Dr Aung** is a superb gp. Takes time to listen and gives an action plan. Emphatic and you never feel rushed.
- **Geoff** was amazing; reassuring and helpful answering all my questions and making sure I understood
- The help and advice was given was constructive & what I needed. **Dr. Ike** is friendly.
- **Dr Khant Aung** has a lovely manner, I felt listened to and was given the relevant care
- **Dr Dubby** always listens carefully & explains in an appropriate but friendly manner.
- Always a competent visit, and never had an issue with treatment received.
Just to raise that the online services are much improved along with reception this last year. Much more positive attitude and some extremely

pleasant additions to your front of house. I had an issue with online services access, and no one was able to help, called Supervisor through who had this resolved swiftly. She knew her stuff. Fantastic!!

The only criticism I have is the social media presence. In the politely way intended, I think someone younger and more up to modern ways needs to control the Facebook page. It is a bit dull and unengaging. Social media is the most popular platform to inform and engage. If this was as up to date as the website it would be used and taken in by more.

- I was seen by **Dr Okeke** and my visit included some quite personal problems he was efficient and a complete gentleman with me and the practice has a real gentleman who quite clearly cares for his Patients
- Excellent treatment by **Dr Aung**. Very thorough.
- Great service every time. Thanks to **Lianne** and the medical staff at Winterton I found I had a life-threatening aneurysm which was undiscovered, getting treatment now thanks to their intervention. Thanks again
- Receiving exceptional level of care from **Dr Aung** who has really listened. gaining trust and respect. Being able to see the same dr has for him, been very positive. Also the practice nurse who he saw this week was able to get blood without any problems or pain.
- I received excellent service from **both Leah Woods** and the phlebotomy nurse on two consecutive days.
- Saw the GP that asked for as she is extremely thorough in her consultations. Would highly recommend this GP. Also had appt for bloods. Again the healthcare I saw was very reassuring and I had no discomfort when the bloods were done.
- **Dr Aung** really listens, not only that he asks questions. He relates back to previous visits. I like how he writes things down as you answer and not relying on memory, ensuring accurate documentation of facts.
He has a wonderful bedside manner and makes you feel relaxed. He takes his vocation very seriously and it shows
- I was given an appointment on the same day I called in as someone else had cancelled. Seen **by Doctor Aung** who was very thorough, helpful and reassuring. Follow up appointment given, so very pleased with service
- **Dr Aung** is wonderful , trying to improve a difficult complex set of physical problems . So pleased that we have been able to see him each time like the old days! A lovely professional manner which inspires trust. Thank you.
- **Dr. Deborah** fantastic! Helped me out with infection and the other doctors. I was sent a dermatologist to see exactly what I had got however the dermatologist what I was referred to showed no interest
- I came for a blood test yesterday and I was so impressed with **Kay** the nurse who did it as she had to take 4 ampoules of blood and normally, they really struggle even with a fine needle and I usually get bruising but I didn't feel a thing with a medium sized needle and today you can't even see where she took it. She was so kind and caring.
- I was very impressed with the speed and professionalism of the service. From registering with the practice and submitting the Klinik request- I was contacted in less than a day and had a telephone appointment later that morning. The receptionist was very friendly and helpful. Very impressed with the service as a whole- thank you.
- **Dr Aung** is patient, empathic and helpful. Winterton Surgery is lucky to count him a member of their staff.

- **Dr George** was/is very easy to talk to, she is professional yet with a friendly approach. She listened and gave sensible advice. The receptionist was/is also very professional and friendly.

Negative comments

- Great difficulty in getting through on telephone, took me all day
Have to wait 5 weeks for an ECG and blood tests
- You have a job getting an appointment. I had to wait 2 weeks to see a doctor having to have bloods done another 2 weeks to wait. Things are certainly not getting better. Too many people in Winterton surgery not big enough
- Winterton has friendly and helpful staff, and mainly good GPs. I have had major issues however with getting the right advice on ADHD and the ethos in the surgery seems to be that it is not an important issue. It took 7 weeks for the surgery to send docs to a right to choose provider and once I had a diagnosis I have been left with no information or ideas on the next step. I have spoken to 2 doctors, and they seem not to see it as a problem, though NHS money has been spent on diagnosis. I understand that the confusion is largely outside the surgery control, but in 2 months I have had no contact with anyone unless I have pushed hard, and certainly no encouragement or help. I persuaded Dr to send a chasing letter, but his view was that medication or talking therapies wouldn't help. He may be right, but since he is not an expert, I don't know how he comes to this view.
Overall I think that the surgery is good and we are lucky to have the facility on hand, but it seems that mental health is neither well understood or provided for, and maybe the practice could look at this as an issue.