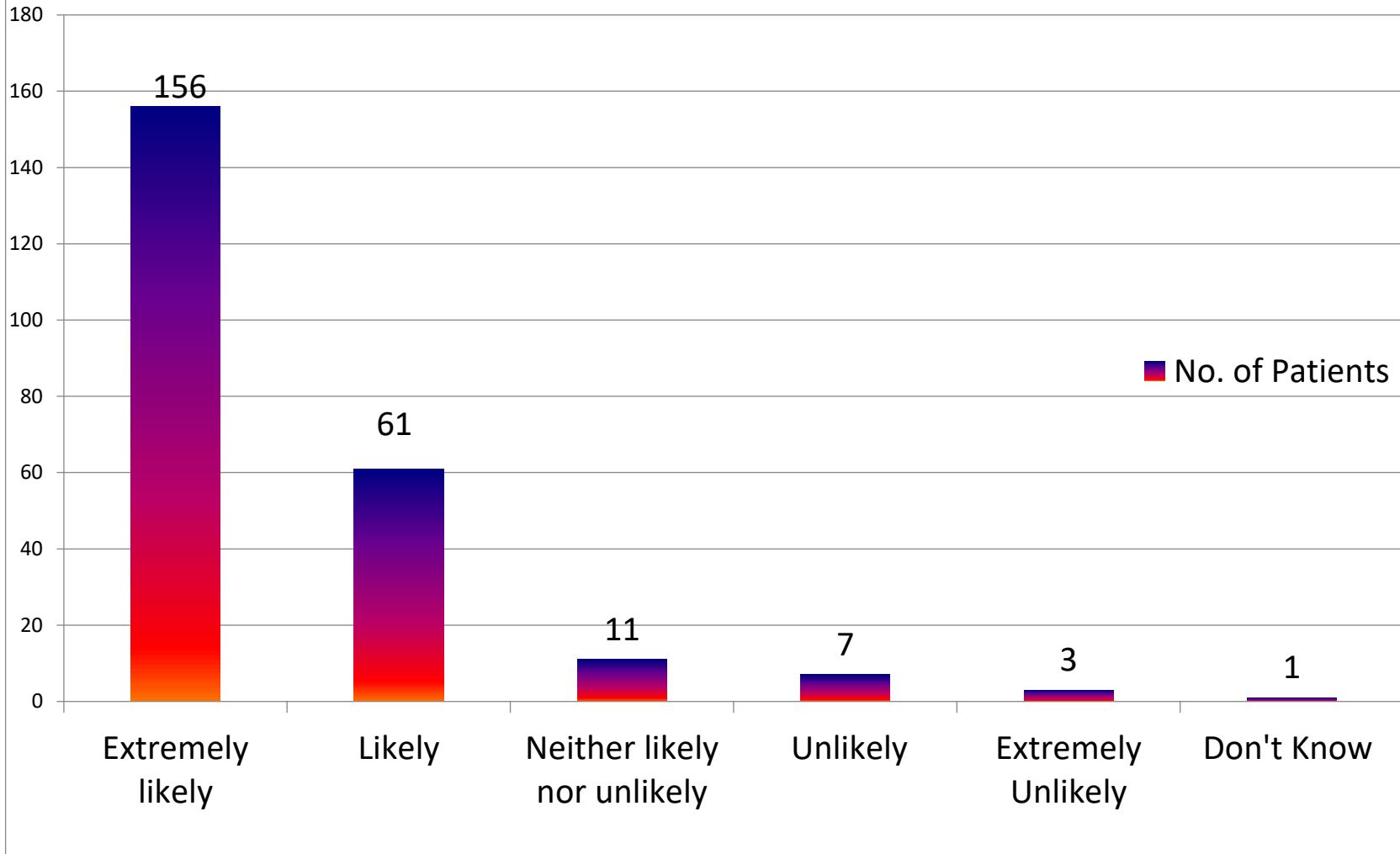


Friends & Family Test - Winterton & Burton - March 2024

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



Positive comments

- Staff and care quality is excellent.
- Appointment on time. Nurse was approachable and explained the procedure and follow up.
- **Charlie** gave a full explanation of my test results, didn't pressure me into any medication (asked me to think about it and see how I felt) and she offered to contact a specialist regarding my recent hospital visits. Couldn't ask for better care.
- The nurse was really supportive and enabled me to feel at ease.
- My recent blood test was carried out on time and with friendly and courteous efficiency.
- I am extremely grateful for the service offered and find your staff so polite and friendly 😊
- I received Very pleasant, attentive, and excellent service. Thank you.
- The GP listened to everything I had to say, and she was very good as usual.
- When you are able to get an appointment to see a GP they are very good but not enough available appointments or flexible times
- Excellent, appointment was absolutely on time to the second! Very friendly and hardly felt the needle! Many thanks
- **Paula**, always pleasant and knowledgeable. Takes blood painlessly which is a bonus!
- The receptionists are very friendly and my doctor that I've recently seen was excellent and very attentive to my needs.
- The Dr was very caring, my concerns were addressed, and he helped to put me at ease.
- **Dr Olaniyi** was kind, patient and caring. I felt reassured that my problems would be dealt with.
- I received amazing care and attention from the triage nurse **Geoff and doctor Samuel**.
- I would give 10/10 for **Dr Dubby** and the whole Burton team from Dr , receptionist to nurse.
- Excellent consultation with all information provided and made us feel very at ease. Thank you.
- Excellent consultation with doctor could not be better. Long wait to get appointment with chosen Doctor. Poor parking considering spare grass area.
- The Nurse was absolutely brilliant with Arthur, his patience and attitude were fantastic :) (**Geoff**)
- Spoke to **Dr Deborah** and cannot fault the care she has given me.
- The appointment with **Dr Samuels** was appreciated. Her care, prescriptions and information were good but it must be noted that this appointment had been rescheduled 3 times since December. Recent care from other Doctors at the practice including lack of communication, wrong prescriptions etc had been less than satisfactory.

- Dr R CLARK was so kind.
- Because nothing was too much trouble for Marie Fewster she was kind and understanding
- Geoff is friendly, good at listening and takes time to explain things.
- Your diabetic nurse Geoff is second to none as he goes nice and beyond for his patients.
- Everyone is very helpful and really friendly, and they try to do everything possible to help and accommodate you.
- Appointment started on time and was conducted in a friendly manner with all information provided and a follow up appointment arranged for the following week.
- Polite welcoming staff, open transparent information provided, promptness at time of appointment.
- Everyone I've dealt with at Winterton surgery are kind, friendly and helpful and I get appointments in good time and good correspondence.
- Excellent from friendly receptionist to a very nice Nurse who was very kind and caring and did an excellent job removing stitches.
We are so lucky to have an amazing surgery in our area both Winterton and Burton.
10 stars
- Appointments are hard to get but standard of GP care when seen by GP is very good - Dr Aung is an especially superb, knowledgeable and proactive GP - more GPs of this ilk would be amazing
- Felt that from the initial over the phone consultation to the face to face with the same Doctor (Charlotte) was fantastic, thorough, professional and with a caring manner. Really nice Doctor to talk to.
- Geoff arranged this consultation as I was having problems trying to get one at the hospital for my diabetes. Which will be a great help going forwards.
- Prompt service. Good communication. Friendly reception.
- Receptionist was very good. Only asked questions that were needed. Receptionist rang to sort appointment. Charlie was very thorough and caring. Sorted very quickly. Thank you
- Dr Aung was brilliant. He was thoroughly, emphatic and I left my appointment feeling much less anxious about my recent test results and future investigations. He altered my medication which was making me really ill. A superb young doctor who has a lovely manner and it felt like nothing was too much trouble.
- Leah Woods, the nurse practitioner, was very thorough and informative. An ECG was carried out and resulted in a visit to a&e to have further tests.
- Staff are always polite and friendly. Tests/check-ups are arranged promptly. Dispensary have repeat prescriptions prepared and ready for collection on time. Again, the team are friendly and polite.
I would say particularly that Geoff (diabetic care) is outstanding. He is unfailingly patient, professional, reassuring and supportive.
- I feel the service as a whole are hit and miss depending on who is on, but my most recent experience was perfect and my concerns were taken seriously and acted upon. Thank you!

- From start to finish the care offered was excellent. I was triaged and seen on the same day and offered the necessary investigations the following day. I was spoken to at the appropriate level and my concerns were listened to. The surgery was clean and welcoming.
- Dr Mitchell makes time to listen and understand your problem.
- The Practice Nurse Nicola was very professional and was both reassuring and Listened to me. She was efficient and was liaised with the appropriate professional to get answers for me.

Negative comments

- There is no alternative option. The service was ok given the extreme pressures the staff have to work under
- The Dr I saw seemed very rushed with me and didn't seem to understand why I was there or what the problem was. Had no idea of my complex medical history and was more concerned about stopping my b12 which TWO consultants want me on than dealing with the current problem I have. I did not feel listened to at all and the notes left on system one do not reflect what actually happened in the consultation at all.
- The doctor I saw was dismissive of my problem because he had no knowledge of my condition and should see my haematologist. I felt I had wasted his time.
- Usually, likely however on this occasion it was poor, changed appointment and let me know about 5 minutes beforehand, then when I couldn't take the call because they had rang in total 25 minutes than I had originally booked they weren't happy.
- Purely because it is difficult to get an appointment as always so busy so in my opinion, I think you have too many patients already.
- Had 3 appointments cancelled and have to wait two weeks to see a doctor. Had a mri 5th jan and still don't know what is going to happen.
- I had to wait 3 weeks to get an appointment. This was cancelled and rearranged. The rearranged appointment was also cancelled. It was 5 weeks before I actually ended up seeing someone and had to go through 3 things with them. Not good enough tbh.
- Overall the service is not anything like it was just a few years ago. IF you do manage to get through and IF you do get to see a Dr. you never see the same one twice so no relationship is built up. On saying that I imagine that other surgeries are the same.
- GP was very impersonal and did not seem particularly interested in the issue at hand. It was disappointing appointment with teenage son with no helpful outcome, or support. No questions were asked and no rapport forthcoming.