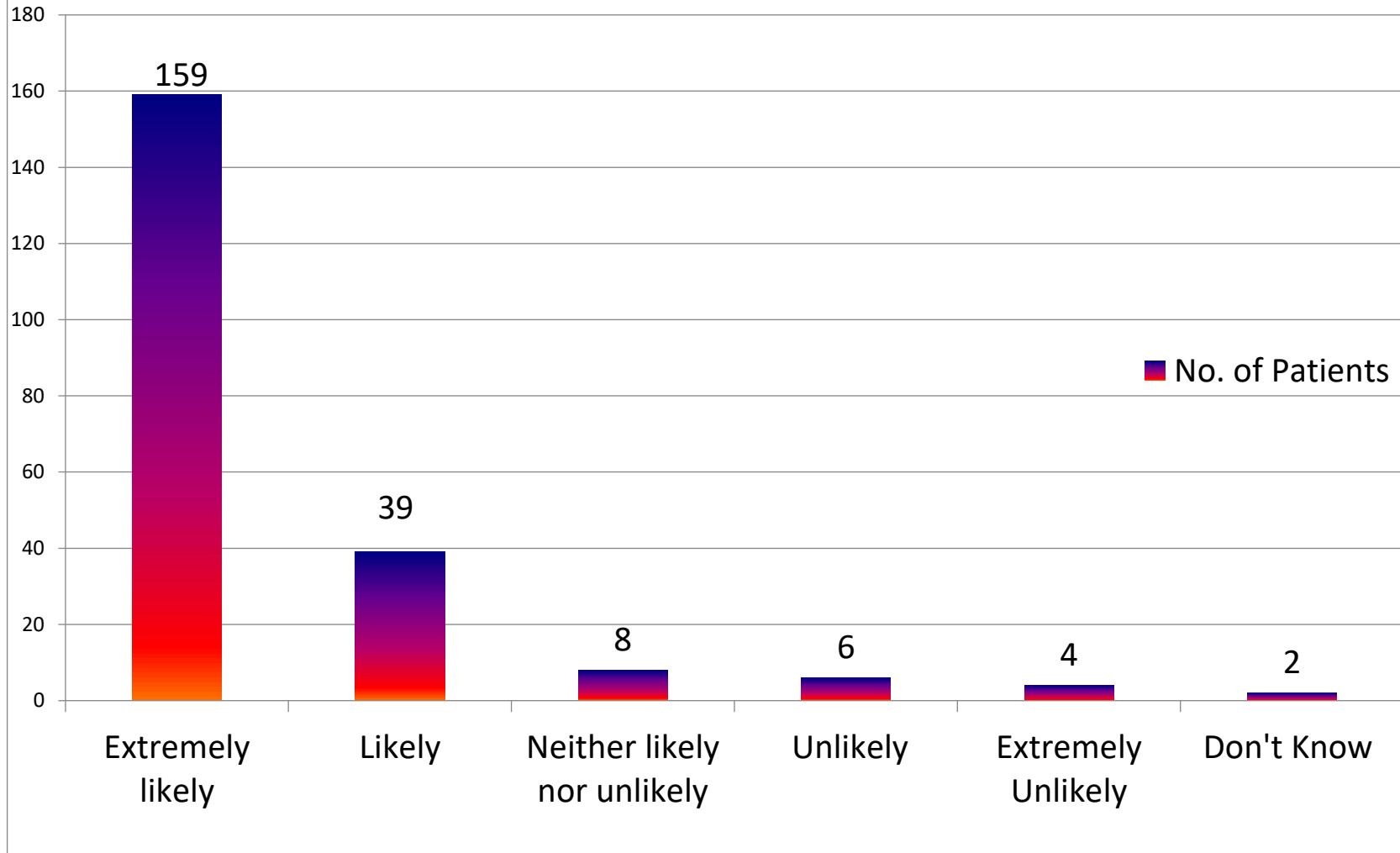


Friends & Family Test - Winterton & Burton - May 2024

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



Positive comments

- **Mena Tuxford** was very punctual, pleasant & efficient, and genuinely caring.
- **Leah** was well informed, knew information from dermatology and reinstated medication previously stopped. Looked at the problem and asked questions to determine correct treatment.
- **Geoff** is an excellent professional practitioner. His approach puts you at ease immediately.
- A caring and patient approach providing and updating medication as necessary.
- Never had a problem getting appointments unlike my previous GP's. Everyone I've seen so far have been very friendly and approachable.
- **Charlotte Parsonage** is a First-Class Professional and made time to get to the bottom of my raised blood pressure. Gave me a diary to complete and additional BP tablets to trial immediately which led to an immediate drop in my readings. Followed up with feedback on the diary I completed via a Telephone 1:1 Assessment of my recorded figures and tailored recommendations on the timings of my medications and a further week's BP survey to complete. I am grateful for her 'spot-on' assessment of my current problem and the explanation and advice she clearly and swiftly have me.
I am grateful to be under her care.
- The Doctor I saw was extremely caring and efficient and very nice, as are all staff at the practice.
- Medication review with pharmacist - very nice and easy to listen to. Asked questions and listened to me as a patient.
- Saw nurse who promptly referred me to go, saw GP within half an hour. Amazing! Thank you.
- **Geoff** was amazing with my daughter explaining to her about asthma showed her diagrams and what happens before and after taking her inhaler. He was friendly and happy to answer all our questions he's a credit to the surgery.
- Luckily after sometimes a very long wait when phoning for an appointment you do get sorted!
The nurse my husband and I saw on Friday 3rd of May went above and beyond for us... she's an asset to the surgery.
- I saw **Leah Woods** with my little girl, and she listened to all my concerns and then referred to write departments for further tests
- Doctors, nurses, and receptionists are all very friendly and make you welcome.
I visited the nurse for my BP and pulse and the Dr had increased my medication. The nurse informed that my BP was very low and didn't want to leave me like that over the weekend. She made me an appointment with the duty Dr an hour later. My medication was reduced and for my BP to be done again in 2 weeks.
Very efficient service both from the nurse and duty doctor.
- **Geoff** the diabetic nurse is wonderful and discusses your bloods results in clear understandable layman's terms, a true gentleman.

- I saw **Dr Dubby** who was new to me. She'd obviously taken the time to read my notes before I went into see her and was prepared, helpful, making good suggestions for follow up treatment etc. All in all, very good.
- Mr **Geoff Chapman** was excellent I now feel like I understand my asthma and the term hyperinflation much better. It also felt like the first time I have ever had a proper asthma review.
- I think the care is good once you have seen a health professional. Because it's a busy practice, it's sometimes difficult to get an appointment and the telephone service for appointments or queries is dreadful.
- **Dr Ike** was very professional, easy to talk to and was very kind.
- Efficient check in and dispensing of medication
Dr Aung was thorough and emphatic plus as usual he gives patient a plan of action
He's superb.
- **Dr Ike** is great.
- The whole practice at Burton Surgery, is caring and listens to issues, directing you to the best person to help. The Doctors are amazing and helpful in all situations.
- Great service staff are very friendly also they are very helpful all the time. Also, the doctors and nurses really listen to you all the time. Best practice I've ever been too since 2007. Thank you to all the staff.
- I visited the surgery to ask if I could self-refer for a physiotherapy consultation. I was told I could, luckily the receptionist advised there had been a cancellation the following day, and I accepted the appointment. Physio **Jenny**, was excellent, thorough, explained all my treatment options for the condition she diagnosed, and I chose accordingly.
- Excellent care from **Dr Dubby** and given ECG and blood tests immediately after the appointment rather than having to make another appointment.
- Because my daughter Penny can be her true self and talk for herself openly as she feels comfortable with **Marie Fewster**. Marie tells her as it is and Penny accepts it and together they have banter and it's nice having your child be the patient rather than talk through a parent.
- New to the practice. I phoned to see how to go about getting my daughter an appointment for tonsillitis as new to the surgery. I was told someone would triage my call and would ring within 1 hour. I had a call back within 20 minutes and an appointment made for 2.30 that day. At my previous practice I would have been told to phone back at 8am the next day. I could not believe how quickly we got seen and she was starting her antibiotics by 3pm.
- The reception staff are very helpful and do their best given the amount of work they are required to do. The clinical care is very good given the circumstances.
- Excellent care from **Dr George** and as always helpful receptionists especially **Cynthia**
- Very thorough, professional consultation. **Dr Samuel** listened to my comments and went out of her way to be helpful. I was very pleased with the outcome of the appointment

- **Dr Salawu** was brilliant yesterday and answered all my concerns to my satisfaction and also raised things that I hadn't thought of thanks Doctor.
- **Dr Deborah** listened to everything and showed empathy.
- Visited for my Covid booster, didn't have to wait, and it was lovely to see **Becky** again!
- I was given a F2F, and **Dr George** listened to me, was empathetic and took me seriously.
- **Dr Mitchell** was excellent at his job, very thorough and friendly with my baby! Thank you.
- Reception is highly proficient and friendly.
Nurse, **Helen**, very reassuring, competent, and patient with me. Made me feel very comfortable when I was highly anxious.
- **Lianne** is very helpful & caring.
- The appointment was on time. The physiotherapist was interested in what was happening for me. She performed a thorough examination and decided, with me, the appropriate intervention. She was clear and reassuring.
- Have had a recent appointment with **Dr Aung** and a blood sample taken with **Leanne Parkin** and both appointments were handled superbly. They were prompt friendly and efficient. My treatment is ongoing with thanks to all at Winterton Medical Practice.

Negative comments

- Helpful when needed think reception needs help more staff.
- Only on this occasion Saw the physician. who was very nice but yawned all way through the consultation Said he would have the prescription ready for 2pm in the Pharmacy After waiting in a long queue they didn't have Waited for Reception to be free to be told in Pharmacy Pharmacy said again don't have A very nice Receptionist had it printed again Then back in Pharmacy about 10 people in queue Had to go to Scunthorpe in the end because of another appointment Why did the Dr send me to someone who can't write a prescription when he knew that's what was needed 4 hours plus messing around
- GP wasn't listening to me, jumped to conclusions and provided a diagnosis without examination or any readings. Other than getting a referral, the appointment was a complete waste of her and my time.
- I find the attitude of some of the staff rude and unfriendly. I find that some Dr's don't explain things clearly enough because they don't give enough time to your appointment, which is why I prefer to stay with the same Dr,
- Very hard to contact surgery and little continuity with medical staff.
- The GP seemed distant; the patients chair was across the other side of the room making it uncomfortable to talk to the Dr.
- Did not feel that the GP knew my case or had read any of my notes. Did not really get a satisfactory answer to either of my query's. Will need to book another appointment to get my answers.

- The GP was very rude and dismissed my symptoms. Said my matter wasn't urgent when it actually was!
- It feels like the trusted Drs that have been there a long time have all left. There is no longer the opportunity to see your assigned family Dr & build up that trusted relationship with them. You always must retell everything at each visit.