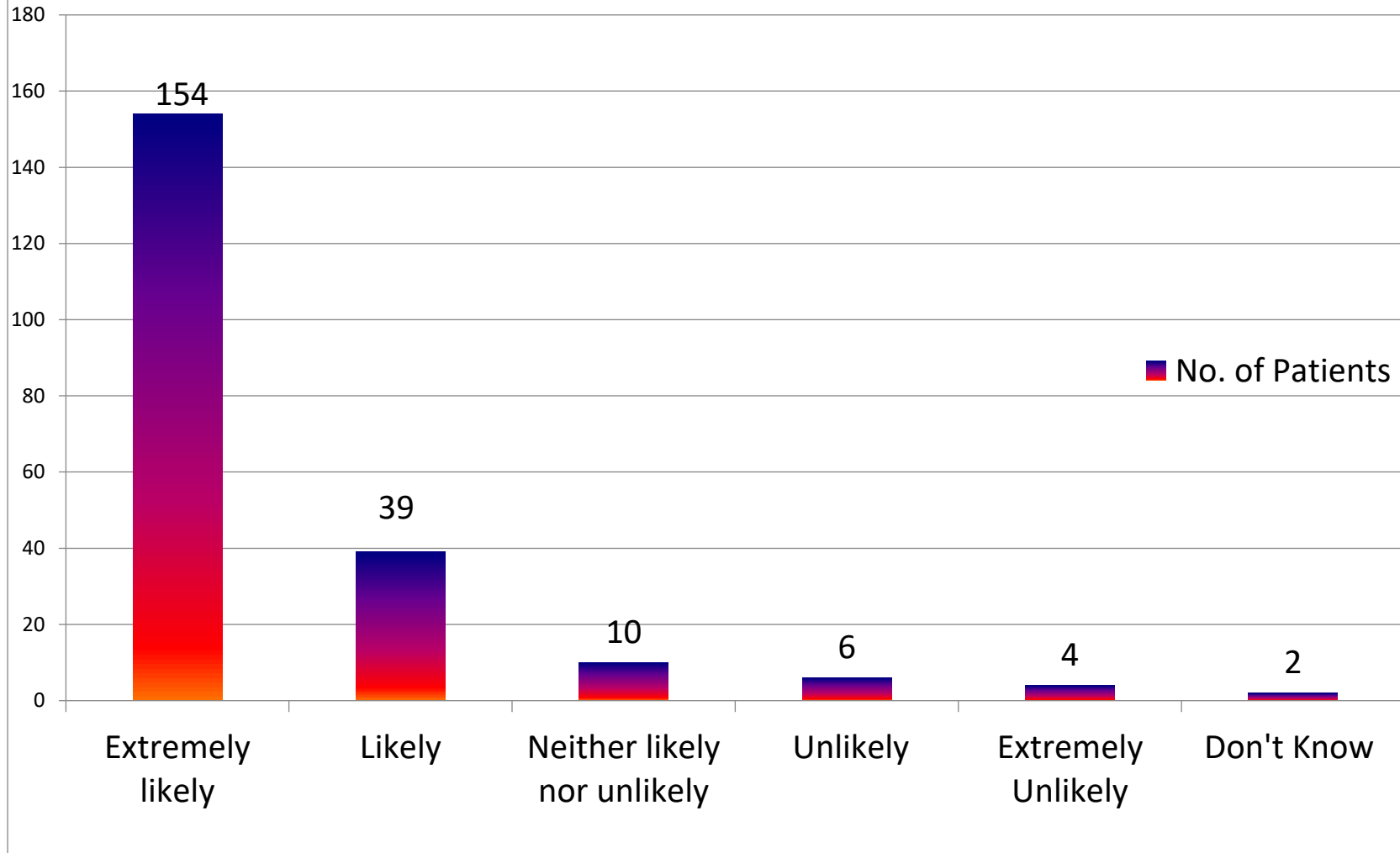


**Friends & Family Test - Winterton & Burton - October 2024**

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



## Positive comments

- I visited the surgery with my baby who is nearly one and we saw **Charlotte Parsonage**, I have never come across somebody with such a calming, caring and professional bedside manner. She was amazing with my little girl. She was also running on time, which for an 11.30 appointment I found impressive. Thank you!
- I have recently joined the practice and have been overwhelmed by the personal service I received on each of my 3, initial visits. There was a clear sense of me being listened to and conveying a distinct attitude of intending to address the problems I had brought with me. There was certainly empathy shown throughout and I left my 3rd visit with a resolution to an important problem I had shared with the practice staff. Importantly to note, this was not a problem caused by this practice, rather one residual from my previous practice. So my admiration for these practice staff members is immense. I cannot raise them highly enough and it fill me with great reassurance that this is to be my new health care practice.
- When you can get an appointment at Burton the service is good but getting an appointment is usually problematic
- Very helpful consultation with **Charlotte Parsonage**.
- Do not have to wait too long for an appointment, Dr very thorough when discussing my concerns about my condition.
- The doctor was very welcoming and friendly. She listened to what my husband and I were saying, she was understanding, proactive and thorough.
- Very efficient staff, little or no delays in being seen once at surgery
- The nurse was very helpful, friendly and efficient. In the waiting room, I was impressed by the clear visual and audio announcements when it was time for my appointment, which was on time. Thank you.
- **Miss Waters** was excellent, explained everything about the vaccine.
- I saw **Dr Odukwu**, in reference to test results etc. She is so professional with a personality to match. The practice in my opinion is only the better for her working there.
- In fact in the short time that I have been registered here and it coinciding with this particular issue, every appointment I've attended has been dealt with 1st class. That encompasses all. Thank you.
- Phone call from **Geoff top man**
- Competent, knowledgeable and friendly staff offering a first class service to patients.
- The nurse was very friendly, professional and polite. She took my bloods as well saving me having to return later the same day
- I went to reception had a phone call within 15 mins had a face to face next day then had blood test the following day. Can't get much better than that.
- **Dr Samuel** provides a holistic consultation and always listens and talks to you about your concerns
- Always friendly very professional. Nice to have staff smile when you go in. This gives you reassurance.
- The telephone call was exactly on time with a very efficient pharmacist.

- Great service **Dr Aung** is amazing, he listened to everything I said he's very comfortable to talk too and he helps as much as he can Very happy with him, he is very thorough
- Arrived a few minutes before my appt time and was buzzed straight in blood taken and on my home before my appt time
- **Geoff** is so professional and knowledgeable. He makes sure you understand what he is telling you.
- The nurse practitioner was very helpful. Much easier than waiting to see a doctor. She is very professional and friendly.
- Prompt callback, understanding and clear instructions
- Very knowledgeable nurse who was approachable and friendly. She was easy to speak to and reassuring.
- Great service **Dr Aung** is very professional and very caring he has helped me so much, Thank you, He has helped me so much
- Great service from the nurses, Very professional too
- **Geoff** the diabetic nurse is exceptional and goes nice and beyond to explain and help you manage your diabetes
- Quick, efficient, friendly - have listened to me and done something about it, leading onto results from bloods and then a positive action moving forwards
- The staff all the doctors and nurses are great at their jobs and very helpful, polite and always cheerful  
Great service at Winterton
- The 'front of house' was very good despite the lack of availability for short term appointments.  
The surgery with **Mr Ahmad and his team** was exceptional and I will happily recommend them to anyone.
- The receptionist went out of her way to get me an appointment as she knew I was worried. The nurse **Lianne** was superb as usual.
- **Lianne** was friendly, efficient & helpful as she always is.
- **Dr Mitchell** is amazing
- Got immediate appointment and good help from **Carrie and Dr Mitchell**
- **Dr Deborah** is very helpful
- **Dr Deborah** was kind, thorough and listened . I felt she had the time for me and that's not always the case at Winterton. It's almost impossible to get appointments with her - which I guess says it all. Took numerous visits to even get an appointment which is obviously not good - especially if you're ill!!!  
I can't thank her enough. I was also impressed by **Lianne** the nurse who is the only one who can get blood from me. She's always professional and. approachable. I trust her. As a family we haven't always had good experiences with the surgery so it's nice to be able to write nice things
- **Lianne** clearly cares about her patients & puts you at ease.
- **Dr Dubby** is always thorough listens & explains.
- All of the care I've received has been brilliant. **Leah** the ANP was great. The reception team are also fantastic, **one particular receptionist (with a ?? Newcastle accent)** is always so helpful and cheery. Thank you!
- The lady who phoned was excellent, professional, concise and good at her job

- Geoff lovely person to talk to all ways put you at ease
- I try and get an appointment with Leah Woods. On Monday I was treated well and listened to. Everything checked and all info ready for me. Excellent
- The nurse practitioner who I saw was excellent and carried out the blood test very efficiently. My concern regarding Winterton Medical centre is how extremely difficult it is to book a timely appointment with a doctor.

## Negative comments

- My recent visit to the Winterton Medical Practice was demeaning. I was late going in to see the GP due to her running behind. I have several long-term health issues and when I replied to a question that I am tired all of the time, the GP muttered 'not as tired as I am!' In addition, I wanted to discuss about a recent high blood pressure test that I'd had. She replied I have a full surgery. The appointment was supposed to be about low B12, folate and so forth according to a receptionist who booked the appointment. I've been a patient with the surgery for 15+ years and I have never felt demeaned by a GP.
- Some days struggle to get an appointment other days not new gps and locums at surgery but there is no introduction to them used to get a letter if your gp left and give you name of replacement now just get 'ok see dr such and such' each time different gp, for people with chronic conditions and elderly this makes us feel uncomfortable
- Waiting period too long to get an appointment. Even when doctor requests you to book a follow up appt not always possible to do so at reception leading to either meds running out or having to book with another doctor.
- Very convenient locally but no consistency in the doctor consulted.
- The service has changed recently I believe because of cost cutting
- Was 30minutes late and the doctor didn't even apologise for the delay. If a patient is late basically you don't get to see a doctor.