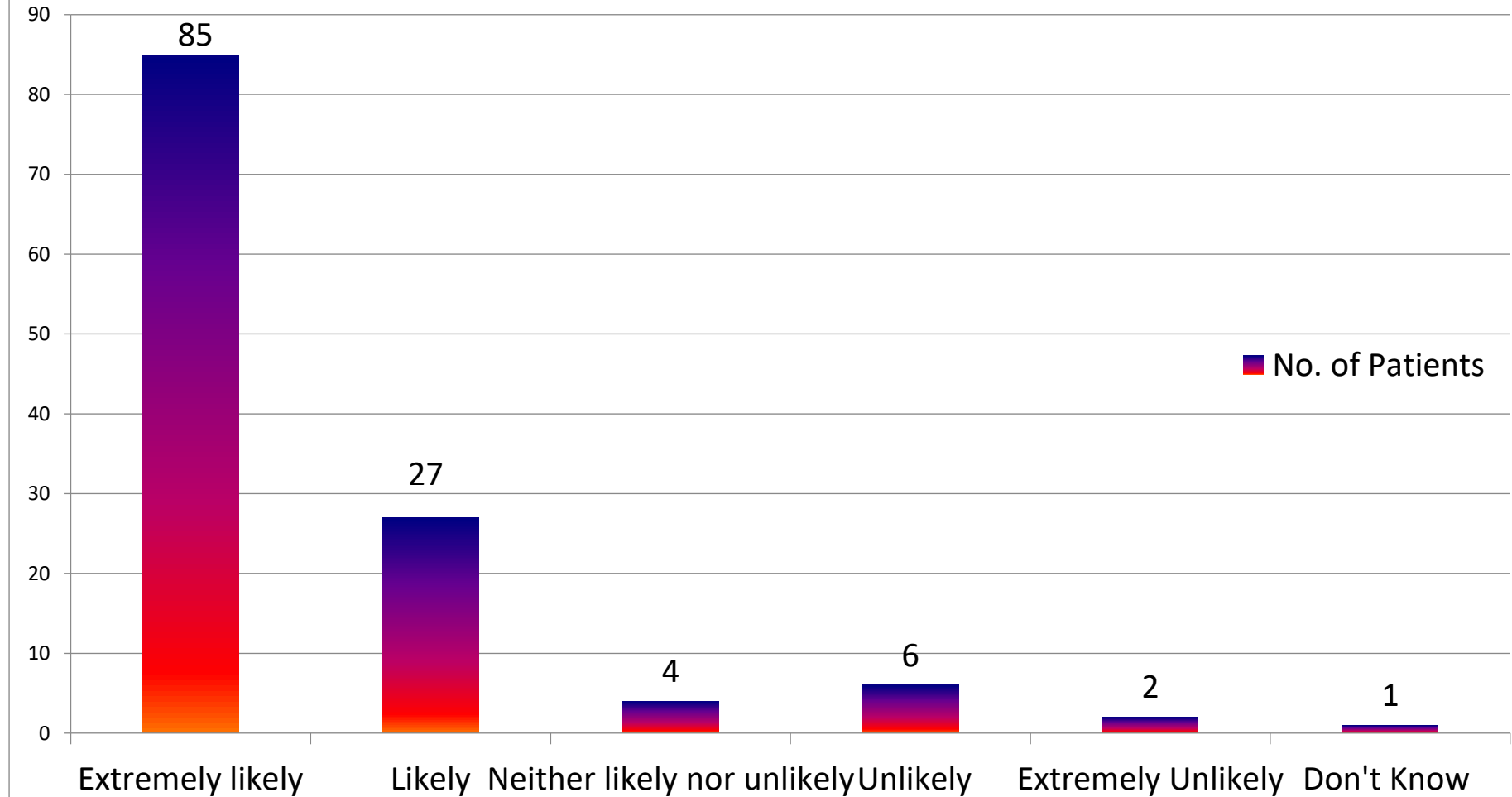


Friends & Family Test - Winterton & Burton - September 2024

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



Positive comments

- **Dr Okeke** was fantastic. Listened and gave plenty of time and was very helpful.
- Appointment on time and very helpful
- Was very efficient and friendly!
- I am very happy with the help advice and care I have received. The nurse who treated me was very pleasant and kind
- The hardest part is getting through on the phone some days but once your through the receptionists r very helpful, I' only have telephone appointments when there aren't any appointments, and once spoken to a doctor they have always seen me so very happy with service , having moved from a Doncaster village to north lincs the doctors services here r 100% better than where I've come from
👍
- Extremely likely, if they are diabetic! **Geoff** is a very good diabetic nurse and I would strongly recommend him to anybody
- Pleasant, courteous and helpful staff.. I find the opening hours with "training days" etc inconvenient
- I attended for a 3 monthly injection, my appointment was on time and I was dealt with efficiently.
- Felt as though **Dr Ahmad** understood my mobility issues.
- I was given excellent service by the Dr not rushed and put me at ease. Having very recently lost my Husband she was very sympathetic and gave me some support networks I could contact. Moved here in Jan this practice is a breath of fresh air compared to my last practice
- I have always had really good care from the doctors at the practice and The Reception staff are always so pleasant too.
- Excellent service yet again by Leah.
- Very helpful and friendly staff throughout the practice. From my 1st telephone call to the appointment.
- Appt with the HCA was on time - blood test and BP done efficiently
- I visited **Leah Woods**. She is excellent both at actually listening to my symptoms and acting upon the information.
An excellent result to my condition
I am very choosy about who I see though as I have had the opposite previously.
- **Dr Aung** was very thorough, went through different treatment options with me to see which would work best
- **The HCA Sammi**, was very professional, informative, reassuring and friendly. A true asset to the 'practice'.
- It can be difficult to get an appointment but once you are seen by the medical staff, the care is excellent.

- Can I please thank **Lianne Parkin** for being so kind and patient when doing my blood test. She was the most attentive HCA I've had and can't thank her enough

Negative comments

- I feel like I was rushed through with little to no plan or understanding of when to seek further help.
- The doctor I saw was rude and wasn't listening to anything me or my daughter was trying to say to him. I tried to explain about my symptoms and he said if I had other symptoms I would have to book another appointment. I am deaf and instead of talking to my daughter who was there because of this, he kept talking to me and I couldn't hear a lot of what he was saying.
- Treated like a inconvenience, didn't feel like doctor took serious of the matter
- I was supposed to have a telephone consultation Thursday 5th September with the Dr, I never received a call so I still haven't had my test results from over a month ago . I also used the call back service to make an appointment for my daughter and never got a call back
- Was called for a medication review to discuss results from a blood test 6 days ago. However the results had not been uploaded to the system so couldn't discuss them. The results came back out of range but now I have to wait 3 weeks for the next available appointment to discuss them.