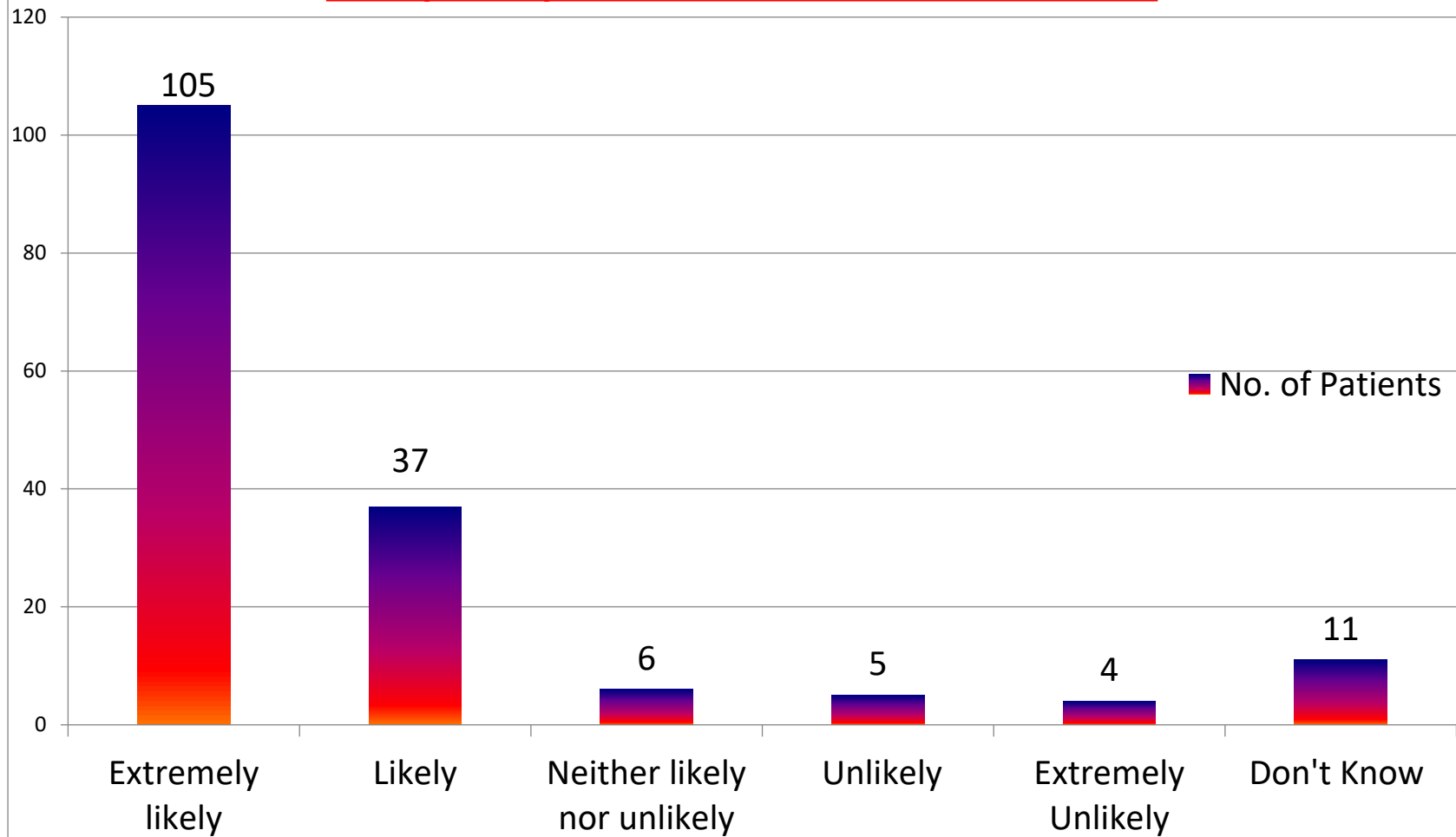


**Friends & Family Test - Winterton & Burton - May 2023**

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



## Positive comments

- I'm not sure what has changed in the last few months within the surgery, especially the reception. However can I applaud the change. I regularly visit the practice along with my husband, a common trip now at our age.  
The friendliest of the reception team is much welcomed, and new faces are always lovely to see. A breath of fresh air I must say to Winterton surgery.
- I had an appointment the other day, which went perfectly well. As always. Whilst I was there I witnessed (alongside another patient waiting) one of your receptionists, I believe she is called Vicky, being verbally and personally threatened by a woman at the desk. I felt it wasn't my place to intervene, however wished I had. I have spoken to this lady Vicky many times over the years and have to say she is brilliant at her job. I don't know how she managed to stay so calm and professional in this situation but she did. I have no idea if she will see this but please do let her know how much of a credit she is to the practice, and I'm positive I speak for many many patients.
- Lovely helpful Dr who seemed really sympathetic to my symptoms.
- Seen on time, Kind staff, procedure explained clearly.
- The nurse Becky was great, so lovely. I hope she never leaves the practice.
- Reception staff polite and helpful. Dr Mayowa very professional. Listened to my problems and promptly put in a course of investigation.
- Very polite and helpful young lady in Charlotte, very easy to talk to and understanding.
- Spoke to Geoff and was very impressed with the knowledge he has.
- I was seen before my appointment time for my Covid booster. I was treated with respect and put at ease.
- Good friendly receptionist and all medical personnel.
- I have received excellent service from Dr Mitchell and all the staff.
- Dr Sawe was brilliant, really listened to our concerns brilliantly reassuring especially to our daughter who was so nervous but she felt far better leaving the appointment. He gave us a clear plan of action we actually felt listened to. A real credit to the practice and cant thank him enough.
- Dr Samuel was great and listened to me and is helping me to get the right treatment for my problem.
- Dr Aung always very easy to communicate with, is very thorough and knowledgeable and voices any options available giving you a choice on any outcomes. I always feel I've had the best advice after seeing him.

## Negative comments

- Only criticism would be that the receptionist was on the phone for a while when I arrived and didn't indicate me to press the dispensary bell for attention. I feel this delayed the appointment.
- No privacy when speaking to receptionists, all in the waiting room can listen to your conversation.
- It takes days before the repeat prescription line put it through to pharmacy, in my case the last 2 months it takes nearly a full week to process it through to the pharmacy.
- Appointment availability, then my prescription wasn't signed so had to come the following day to collect it.
- Telephone appointment booked for 4 o'clock didn't ring until 4:25. Couldn't take the call at that time. Very frustrating. I now have to wait a further couple of weeks to get an appointment.