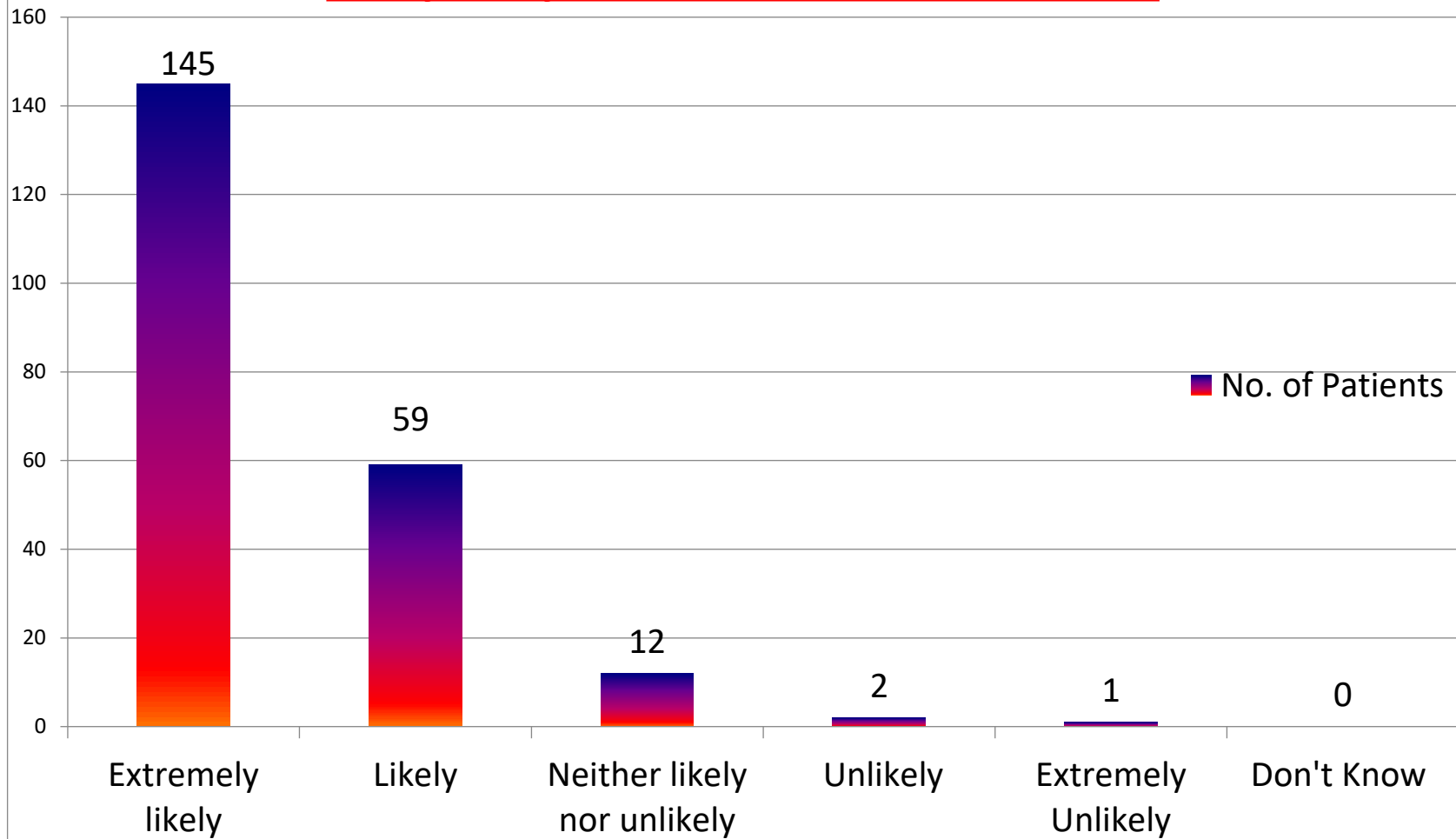


Friends & Family Test - Winterton & Burton - August 2023

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



Positive comments

- I didn't have to wait long as I was seen earlier than my appointment.
- I am being very well looked after by **Dr Samuel**.
- The Nurse Practitioner was very helpful and friendly and took time to listen to what I had to say.
- My visit was excellent, **Dr Okeke** was very understanding and the result was perfect.
- My appointment was on time, and the Nurse **Nicola Bull** showed me nothing but respect.
- Prompt answer to telephone, changes had to be made to service required and **the receptionist** very accommodating and excellent communication ringing back. Didn't wait long to see the nurse.
- I have always received fantastic care by everyone I've seen at this surgery. Whenever there's been any doubt I've been sent to hospital for tests/consultations. Nothing but praise from me. This particular evening consultation was with the diabetic nurse regarding lack of availability of an injectable product I use. A way forward was formulated and agreed mutually, I felt very included. **I moved up from Suffolk and the GP service here is immeasurably better.**
- Well organised, efficient practice.
- **Dr Mitchell** is a great Doctor, always happy when seen him.
- The receptionist are always so helpful and try to get you an appointment asap. All of the nurses are friendly and caring. Appointments with a GP of your choice (one of the more established ones) often means long waiting times. The practice is very good at sending reminders about annual bloods tests, vaccines etc.
- All the staff and Doctors are so friendly and helpful.
- Winterton medical practice is one of the best practices I have used. Always professional, empathic and extremely helpful.
- The diabetic team are great, **Geoff** is friendly and very knowledgeable. Very willing to take time and listen. I feel in safe hands with him.
- The physio appointment was made very quickly by helpful reception staff.
- Very thorough appointment with the nurse practitioner.
- Spoke to GP and seen by nurse practitioner same morning, problem dealt with very efficiently and thorough.
- For the 1st time in a long time I felt I was listened to intensely and also understood. A thorough examination/discussion and I left feeling like the NP had done all she can to help – Thankyou.
- Had some stitches removed by **Nicola Bull**, she was lovely, very professional, friendly and comfortable to be around.
- Appointment to suit me, and a very good explanation from my GP as to what my results were for and for further tests. Very professional.
- **Nicola Bull** was amazing with me, I was very nervous and uncomfortable but she helped me remain calm.

- **Dr Dubby** is very caring and efficient.
- I saw the diabetic consultant **Geoff**, and he was excellent and I was confident in his opinion.
- From online enquiry, to initial contact and then on to face to face appointment it was a quick process. The member of staff I saw (**physician associate Mr Alkozei**) was brilliant. Very knowledgeable and helpful and was able to prescribe something straight away. He was friendly and professional and made me feel at ease.
- Excellent service from reception through to the consultation.
- I see **Dr Aung** nearly every time I go with having many medical issues. I prefer to see him. He knows me and my issues, I like to try to book with him every time. He is very caring and helpful, always listens. This is the best practice I have ever been to, everyone of the staff are very helpful and friendly too.
- Excellent service by a very good team, especially the nurse that treated me.
- The ANP **Charlie** I had my appointment with was very responsive to my needs and treated my concerns with great care.
- The Dr we see is very good, thorough and patient with us. We always feel he's making a big difference to our health problems because he listens and asks us how we are feeling.
- Call was on time, Dr was polite and thorough recommending a course of action. I was impressed with the service.
- **Dr R.Clark** was amazing, she listened to me and gave me good advice. I appreciated the fact that she did not rush me out of her room and the help she has given me is much appreciated.
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Negative comments

- Quick appointment this time, phones need to be answered much more quickly though.
- Disappointed, I made a double appointment for multiple issues, the Dr I saw refused to accept this.
- It is difficult to get an appointment in a reasonable time and very rarely the same Doctor.
- Everyone is great as individuals, Dr's are kind, receptionists helpful, but there seems to be problems with communication between the adjoining pharmacy and Dr's. Pharmacists also lovely so no one group at fault, but it is frustrating to not have a very streamlined service. Spent a lot of time following up on prescriptions. Nurses also very nice.