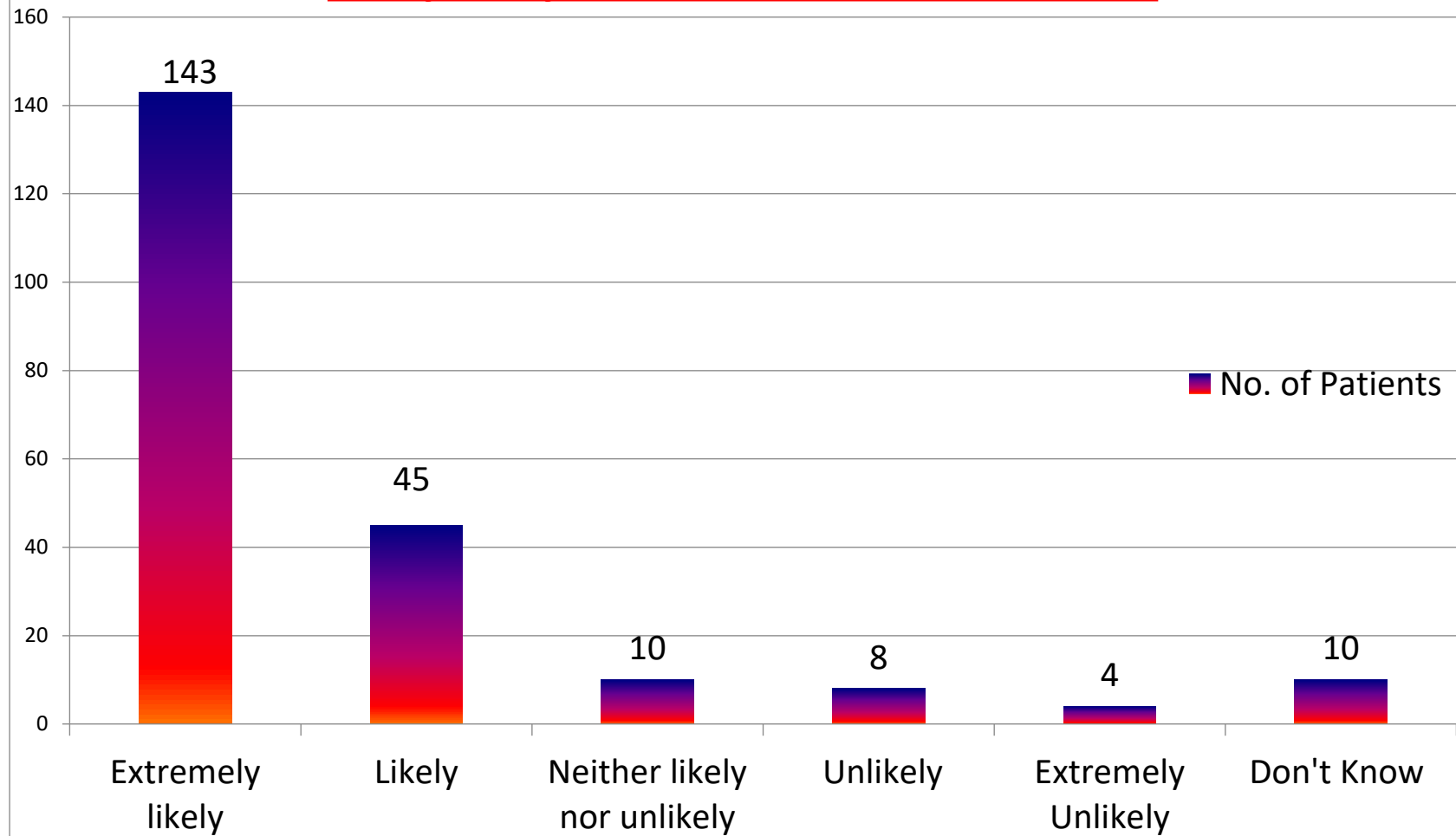


Friends & Family Test - Winterton & Burton - July 2023

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



220 Total

Positive comments

- Booking the appointment was very easy, Cassie at Burton who made the appointment was very friendly and helpful. The appointment was with Geoff who was fantastic, made me feel at ease and answered all my diabetic concerns.
- I find the Dr's easy to communicate with and seems interested in solving the problem.
- Speedy service and positive results.
- Straight forward use of modern tech.
- FTF with Diabetic nurse, felt confident with treatment and info given.
- The service I received was excellent, only criticism is the screen in reception. Microphone allows the whole room to hear the conversation.
- Dr was very good, explained everything in a way people can understand.
- Charlie was very thorough, took time to explain things and gave lots of reassurance.
- Fast efficient access to physio.
- Always seen on time and staff pleasant, however reception is not private enough. Embarrassing issues being discussed for all to hear. Other than that, an excellent practice.
- On time, polite staff, and no waiting.
- Helpful friendly staff, reassuring and concise with explanations/advice.
- The GP I saw listened, took on board everything I was saying without interruption. He then went into detail about all the concerns I raised with him. Very pleasant and polite.
- Lovely little surgery, receptionist was very polite and presented in a positive manner.
- Staff very diligent and helpful
- Saw Mr Alkozei, he was very friendly and professional and put me totally at ease both with his manner and his knowledge.
- The Dr who saw me was caring and listened. I was not comfortable before I went in having to talk about myself, but the Dr put me at ease, and listened with professionalism and care.
- Staff are always helpful, and you can always get an appointment particularly if the matter is urgent. Excellent practice and staff.
- Dr Aung is amazing; he's helped me so much I highly recommend him and the surgery too.

Negative comments

- The place is extremely pleasant, but feel it needs a lick of paint and bringing into the 21st century. Plus there is no privacy at the front counter, I have often heard full names, D.O.B's, and medical issues.
- 2 things, the computer screen for patients log in for appointments is past its sell by and only functions when it feels like it. It doesn't help the flow of patients at all. Secondly the medication re-order line is far too long. Gives instructions, goes on in length about other ways to get prescriptions. By the end you forget the instruction. Needs a rethink.
- An alternative to the LED screen for patients calls, I am registered blind and am quite often sat waiting feeling silly because I don't know I've been called.
- Recently went to make an appointment at the reception desk, was asked why I wanted to make an appointment. I was not prepared to answer as the whole surgery can hear over the microphone. Needs something changing.