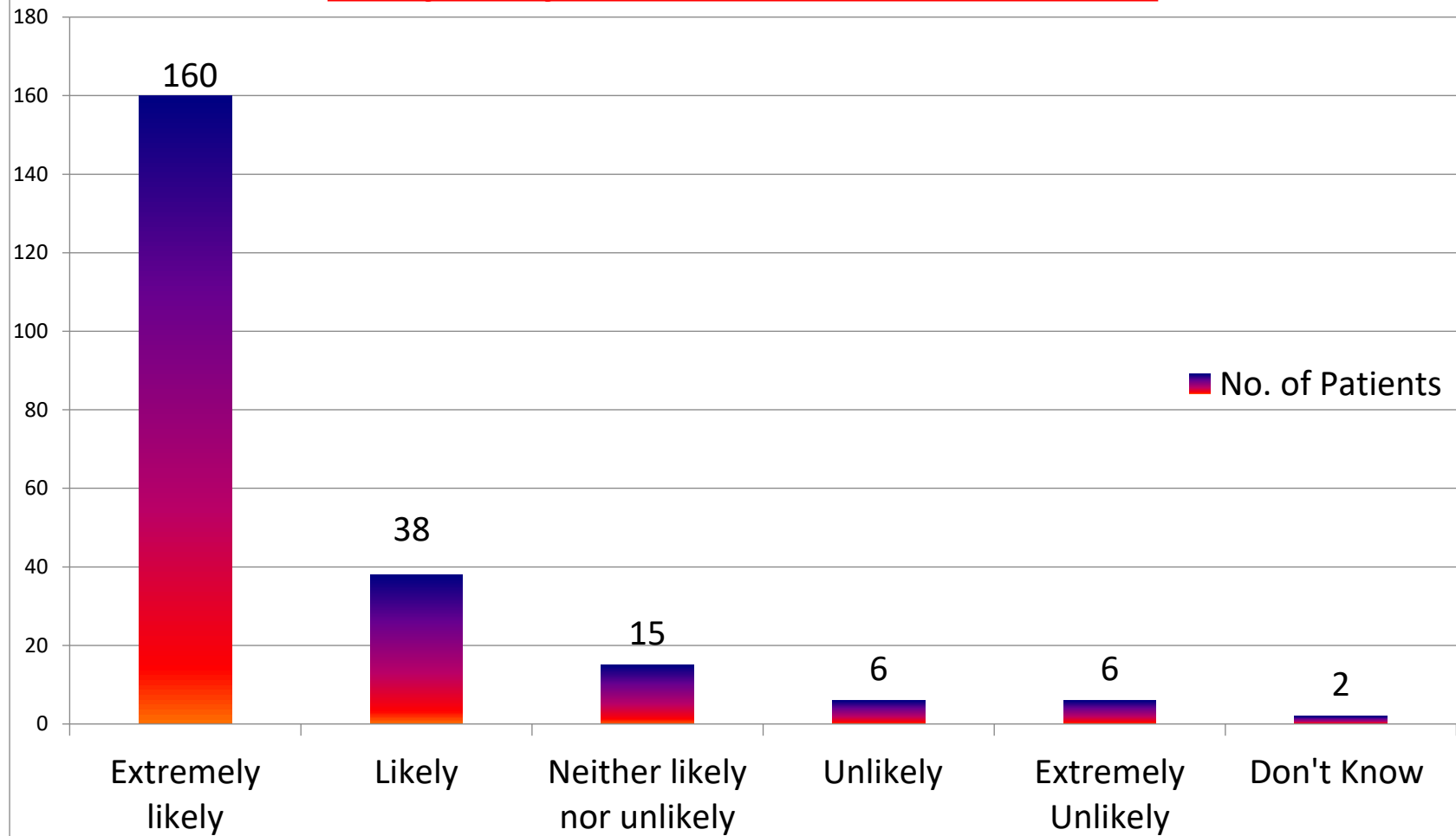


### Friends & Family Test - Winterton - June 2023

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



224 Total

## Positive comments

- The best practice! Doctors, Nurses and receptionists are really helpful . They listen to you and give good advice always.
- The reception staff were fantastic. I was waiting a little while to get through on the phone, but I don't mind as I know things are very busy. Managed to get a face to face appointment the same day. Very satisfied. Thankyou
- Doctor Saeed was excellent, he maintained good manner, asked questions and listened to me. I felt confident I was being cared for.
- Services provided in a pleasant and efficient manner
- I saw Charlie, she was really lovely, listened to my concerns and made me feel comfortable. Checked me over and referred onto other services.
- Because you are all just lovely people who could not do more for two 94 year olds who so often require your help.
- The Doctor we saw was brilliant with my 91 year old mum and handled a very delicate issue with her health brilliant. (Memory problems). Doctor was so respectful and patient.
- Found the surgery at Burton very calm and relaxing place. Doctor and nurse very caring, receptionist was very polite.
- Efficient receptionists, my appointment with Dr George was good and I felt heard. Enough time and advice with forward action. Pleasant experience.
- Seen on time by practice nurse who is always very kind and professional.
- First class service from everyone.
- You are a really good team and very helpful when I need it.
- Good advice and steps taken to solve problems by Nurse Practitioner.
- I got a quick appointment after phoning the surgery. Reception staff are helpful and friendly. My appointment with the Dr felt thorough and I was more than satisfied with his suggestions and the time he spent with me.
- Seen very quickly. Dr Ike really helpful and thorough. Excellent experience from start to finish.
- Very friendly reception, and the same with the Doctor.
- Excellent, professional and informative service from the GP. I have no hesitation in using this surgery or recommending it to another patient.
- Treatment was on time, the surgery is small but all the better for it. Over the past 20 years we have regularly praised the service we receive at Burton surgery to our family and friends.
- It's a caring practice that listens to your concerns.

## Negative comments

- Most of the staff are outstanding and work extremely hard. However the waiting area is awful due there being absolutely no privacy for anyone talking to the front reception. Zero patient confidentiality at the front desk, I cringe every time I am there as I listen to people disclosing personal and confidential information in an attempt to get an appointment. GDPR, please sort this out.
- Appointment scheduled for 5pm, No clear indication if this appointment was telephone or face to face. The GP contacted me at 4pm while I was working. If stated 5pm for routine, why call earlier? I work 9-5 hence why booked for 5pm. No follow up call as promised. I am not confident that the practice are in a position to support me as I might need.
- The service is usually good once you are in the surgery, how ever getting through on the phone is almost impossible.