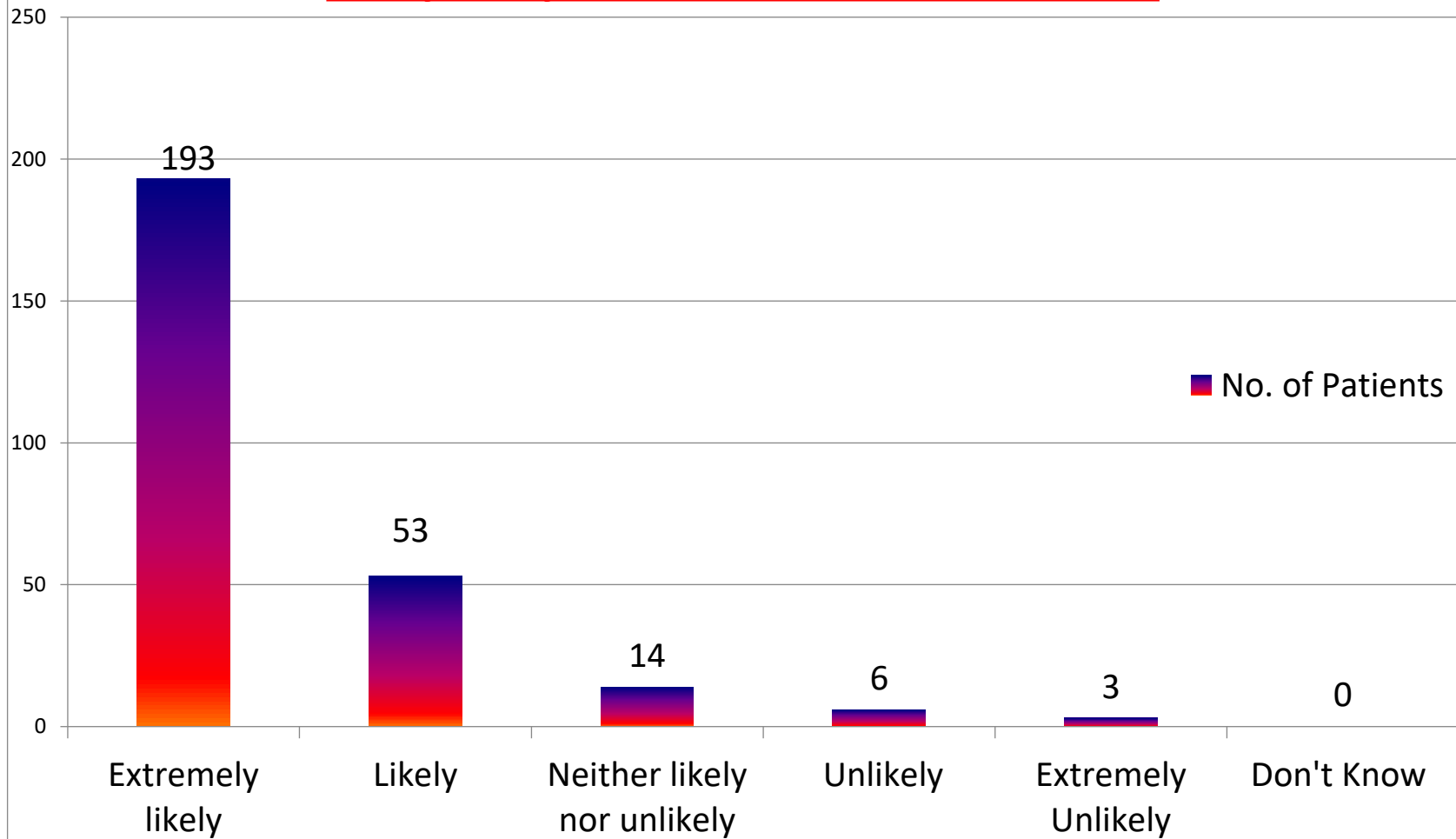


**Friends & Family Test - Winterton & Burton - November 2023**  
**How Likely are you to recommend our GP Practice to Friends & Family if they needed similar care or treatment?**



## Positive comments

- Listened to all my problems and actioned as needed. Very professional and polite.
- There are some outstanding members of staff at the surgery which include Nicola Bull, Dr R Clark, Wendy Tuxford & Vicky Bavin. They make the booking process & visit worthwhile.
- Excellent in every way! ✨  
The 3 doctors I have seen are excellent and have followed up with appointments for me. Nurses I have seen are wonderful!  
Can't rate all highly enough ★ ★ ★ ★ ★  
Triage service amazing also... called within the hour both times and wonderful receptionists ✨  
Thank you so very much!
- Dr Okeke was very professional, knowledgeable and offered me excellent advice. A credit to the surgery.
- Doctor was really nice and friendly. Checks were every thorough. I didn't feel rushed, and she listened to my worries. She called back two days later to see how I was getting on.
- Phlebotomist was polite and efficient.
- The reception staff and dispensary are professional, pleasant and very amenable. Dr George was so kind and helpful. Many thanks to everyone
- Another above and beyond, I can't praise Winterton enough and the home visit by Doctor Okeke
- I have always felt that the G.P has taken the time to listen to my health concerns. I am aware that more and more pressure is placed on surgeries and that in turn has a knock-on effect for booking appointments.  
I would also like to take this opportunity to thank all of the staff who generally do an amazing job, in an high pressure environment.
- I saw the new practice Nurse Helen for a pessary change first time seeing. These appointments are not the nicest, but Helen was lovely, I felt completely at ease with her, and you could tell she was very knowledgeable in this area. This procedure can sometimes be painful, but the method Helen used, definitely made a difference and was more bearable than previously. I cannot say I'm looking forward to next time, but I know if I have Helen, it wouldn't be so bad.
- Charlotte was extremely good. She was brilliant with my baby & very reassuring. She checked her over thoroughly and I left feeling really reassured and happy.
- I had an appointment with Jenny the physiotherapist.  
She was extremely professional and very pleasant to deal with.  
She diagnosed my issue quickly and gave excellent advice on treatment.
- Dr Debra provides excellent service.

- I called in to the surgery with a query over some treatment I was awaiting. All my questions were answered very professionally, and I received follow up information as promised.
- The health care assistant who saw me today was lovely, warm and friendly. Sometimes it's not easy to get blood out of me but she managed it first time with zero discomfort. My appointment was only a couple of minutes later than planned but it didn't take long. I noticed from the NHS app that all the results were back same day. Brilliant!
- The nurse who took my BP and bloods was kind and efficient.
- I have had several consultations with Nicola Bull, Practice Nurse and she never gave up in trying to find the most suitable treatment for my respiratory problems. She was empathetic, friendly, and most importantly, she listened.
- Appt provided in good time. Nurse Practitioner understood my concerns and dealt with my issue in a caring and expeditious manner. Thanks
- Dr Samuel was very thorough I felt like she'd helped me a lot xx
- Dr Rebecca Clark is lovely.
- No problem getting through on the telephone, receptionist helpful, got an appointment with George the physio within two days, he was very good and left the surgery confident my problem could be resolved.
- Bridie and Nicola were excellent.
- First class consultation with Leah Woods who was very understanding and helpful.
- Appointment with Maxine. Advanced nurse practitioner Listened, nice manner, reassuring, very thorough.
- Very knowledgeable confident nurse practitioner Charlotte Parsonage is excellent.
- Great staff great doctor everyone is very pleasant also very polite would definitely recommend this surgery Keep it up, best doctors' surgery.
- I saw Dr Aung twice, both F2F appointments regarding MRI results. He was compassionate and explained everything in detail about my apparent medical problem. I highly rate him and would recommend any patient see him.
- Fantastic care, I observed really good care too of a blind gentleman and will send a compliment via CQC.
- Receptionist Tues 21st was lovely. Dr Okeke is such a nice person to deal with. Listens, takes an interest and forms clear action plans.
- Very happy with my experience. appointment was very thorough.
- Had a very nice appointment with Dr Deborah she explained in detail all my test results which by the way we're great so thank you all at this doctors practice for looking after me so well.
- The GP I saw was extremely well knowledgeable and thorough. She gave me time to explain the problems I was experiencing and then a physical examination. This too was very thorough. She explained what she was going to do before examination and asked for my consent. Very pleasant and caring.
- The nurse I saw was fabulous. She couldn't get the blood but put me at ease and rebooked for me.

- I was extremely satisfied with my Drs consultation. I saw the Dr of my choice (Dr R Clark). I very much felt listened too & respect the Drs opinion. I was on this occasion to book my appointment through the app. One criticism is that the appointments are not always on the system in a timely manner & that it can be difficult booking at times.
- The service was punctual and as always, the doctor was helpful and listened to my concerns and acted appropriately and sincerely.
- The staff are professional, attentive and knowledgeable. They listen to you and act appropriately.
- Although I had to wait 3 weeks for an appointment the experience was good. The GP was very understanding, I got results quite quickly and a physio appointment. The checking in screen in the surgery wasn't working.
- I'm 60. This is the 1st time I've ever seen the same GP (Dr Dubby) more than once. She listens very well. Great to see a trainee with her too.
- Dr Aung is a great doctor and he listen to you and treats you as appropriately.  
All the doctors nurses and all the staff at both practices are so friendly and very helpful.  
I would definitely recommend this medical practice  
Well done to you all and thank you.
- Dr Alaws was very professional and listened to my concerns.
- I struggle going to the doctors mentally and Dr Deborah's manner put me at ease. She made me comfortable to share my issues and she took time to explain the further testing I will be having to make it that I wasn't nervous going forward. It was a as pleasant an experience as going to the doctors can be.
- Nurses were lovely and very polite and cheerful 😊  
This surgery is amazing the best I've ever been to the staff and all the doctors are amazing well done keep it up.
- The service I received was fab nurse practitioner Charlotte is such a caring lovely person and a credit to Winterton surgery.
- Jenifer gave me a clear description of my problem and suggested a range of exercises to help together with diagrams of how to do them. Altogether a very helpful consultation.
- My feedback is purely about Dr. Aung who showed more patience and care than most doctors have in the past.
- I was booked in for a blood test with a nurse. I explained I didn't like needles and I was nervous. She was very comforting, kind and professional. I was so surprised I barely felt the needle and it literally took seconds to withdraw the blood. I was really happy with my experience.
- I received first class treatment from Charlotte at the surgery yesterday. Thank you.
- The ANP Marie was very caring.
- Geoff the diabetic nurse is just amazing. So friendly, kind and very knowledgeable. Nothing is too much trouble.
- The method Helen used to change my pessary made the experience much more comfortable.
- Dr Aung went above and beyond and had a clear manner with a patient with Alzheimer's.
- I was very impressed with Marie Fewster's assessment and management of my chest condition.

## Negative comments

- How can you ring for an emergency appointment and be told it be in 2 weeks. The staff have no consideration for working personnel. Why does the surgery shut for an hour at lunch time, when you could stagger lunch breaks and stay open being able to see an extra 60 patients a week easily
- Not helpful and have no consideration for working people. When ringing the surgery, it gives you the option to book and cancel appointments by phone. It does not work. It just keeps ringing. No answer
- Long wait for appointment.
- Would have been extremely likely but I'm thinking it's getting busier there and very long waiting time to speak to reception.
- Difficult to get someone to pick up the phone and then appointments available are never very soon.
- I think that the care the doctors and care staff provide is excellent, but the availability of appointments is very poor.
- Consultation with GP and students was excellent however the time taken to get to this stage (2 weeks) was frustrating and stressful. This appeared to be due to a policy by reception to direct you to other specialists rather than a GP.
- I'm happy with the service. But am upset that I can't get an appointment with a Dr for over 2 weeks as there is none available.
- All staff always friendly, professional and helpful. Only negative comment is the practice could provide more disabled parking spaces. It's very difficult getting an elderly relative out of the car into a wheelchair from the smaller parking spaces and dangerous doing it in the road if no parking available!