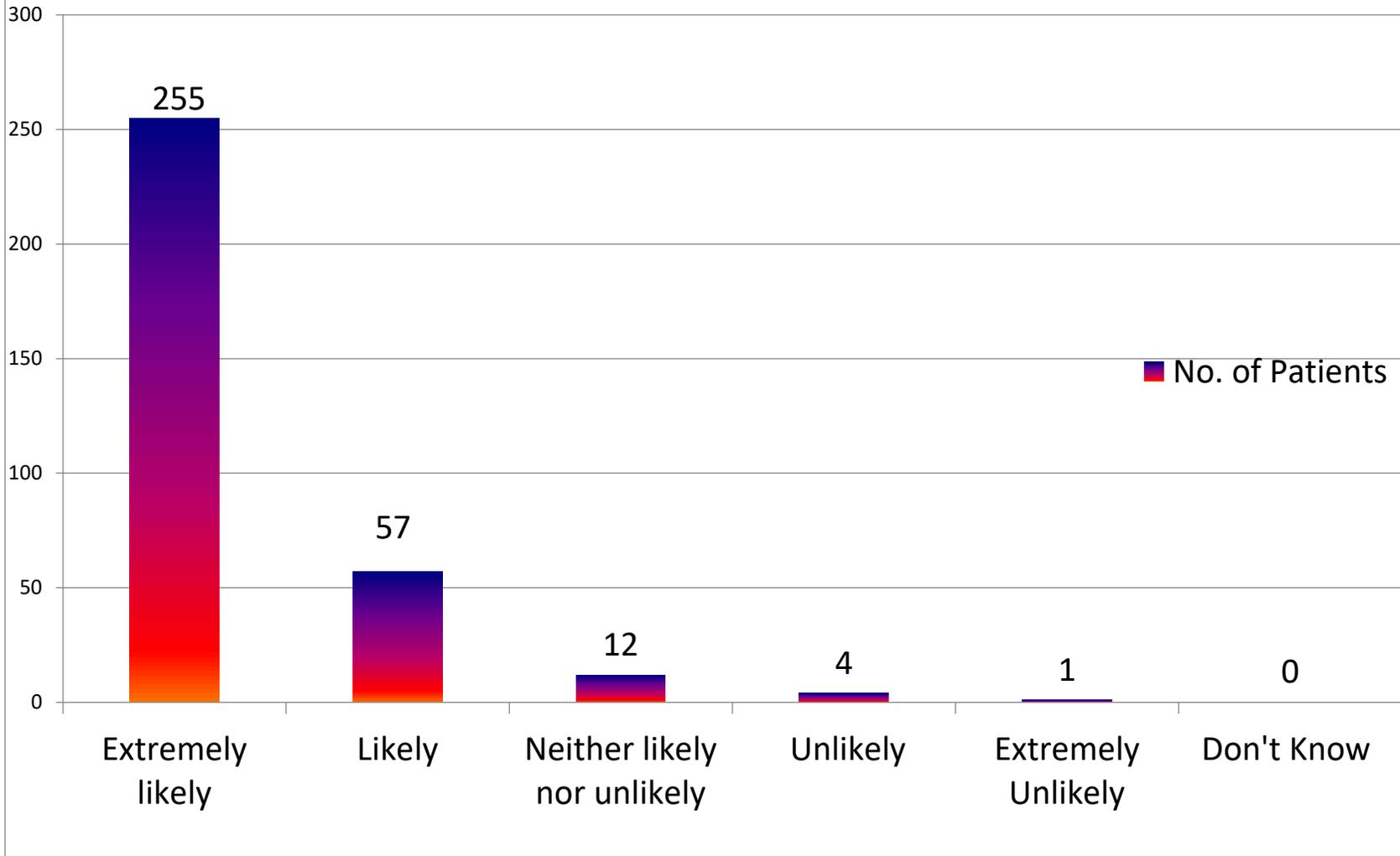


Friends & Family Test - Winterton & Burton - October 2023

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



Positive comments

- Appointment on time. Health Professional was excellent she explained everything clearly, listened to concerns and was thorough in her examination.
- **Dr Samuels** is a very good doctor, thorough and caring.
- **The reception** is better run now than used to be and I feel better looked after.
- Bedside manner exceptional, kind, caring, no rush, both Doctor, **receptionist and dispensary**.
- Pleasant **reception staff**. Wasn't waiting long and the doctor was very thorough, candid, and informative.
- **The nurse** who does the children's immunisations is fantastic. Very warm and welcoming, reassuring, and brilliant with babies.
- **Dr Olaniyi** is fantastic, saw him last week and the care he showed was fantastic. A real credit to the surgery. Would definitely choose to see him again.
- I have thankfully not needed to see a doctor for a long time but nursing care when needed was extremely good and **dispensary staff** are lovely.
- Very thorough GP with excellent listening skills and very empathetic! Plenty of time for appointments although lack of availability and inability to be seen sooner is an issue. Appointments outside school/work hours and Saturday would be a real bonus.
- Caring and understanding given from all staff from **receptionist, doctors, nurses and dispensary**.
- The last couple of appts have been with locum doctors. Both have been professional, kind and explained fully. Can't fault them at all.
- Appointment was on time and **Lianne Parkin** very professional and caring.
- Had covid and flu jabs. Nurse very efficient and saved me a second journey for two separate jabs.
- **Practice nurse** very knowledgeable understanding and supportive
- Because I received a service I was very pleased and satisfied with every person I was in contact with, thank you all.
- **Geoff** is wonderful. For my mum who has Dementia he instantly made her feel at ease and his manner with her was excellent
- Friendly and quick appointment staff were organising it well.
- I've always found them very good, and I've been with the practice for 52 years.
- Professional kind and caring
- Came for the flu jab. Was in & out with no fuss. Really fast service.
- Brilliant service for my flu inoculation
- The doctor spent a great deal of time, over and above the appointment with me. Reassuring me and considering what was worrying me and explaining things to me to allay my fears. It was much appreciated.
- Very good practice, nurses are very good, I received good care.
- The medical staff are very professional, approachable, and happy to help whenever we see them.

- A fantastic surgery staff very helpful and friendly
- The doctor I saw is always very professional, courteous, helpful, kind, thorough, kind, considerate, helpful, and pleasant and I know when I go to see him he will help me and I'll come home feeling happy that he's helping me with my problems.
- Staff are always very helpful and try to accommodate you whenever possible.
- I was seen promptly and was very happy with the outcome.
- In both occasions recently it was for Flu and Covid. Both of these occasions went very smoothly very impressed with the way it went
- Doctor listened to me, examined me and explained test result and suggested I undergo further tests . Felt confident I was being cared for
- Because we believe a bond between a patient and a good doctor is highly important and we have that with **Dr Aung**.
- Appointment offered within two days. Diagnosis and treatment within two weeks.
- Very pleasant **HCA** - took about 5 mins to confirm details and take blood - very quick service.
- Appt was on time. I was given time to explain my concerns and was listened to!
- The staff, starting with the **receptionist** throughout my appointment were friendly and helpful
- I feel the doctors and other staff care about the patients' needs
- I have never been unhappy about any of the services being given to us by the staff at Winterton surgery.
- I had a very helpful and informative appt on Thursday morning with the **nurse practitioner**, she was very good, and I felt something is being done now about my ongoing health issue. I would recommend that anyone wanting an appt should have it with this lovely lady.
- Was only expecting a phone call as believed only wanted anti biotic but was asked to go to surgery and checked over did get antibiotic but felt much more confident that that was not as ill as felt
- I was fast tracked to hospital. The lady I saw was very concerned and interested in all I had to say. She really made me feel at ease.
- I received a very prompt service. Very friendly and helpful receptionist and excellent care and treatment given by the Doctor.
- Staff always ready to listen and provide help where possible. Covid vaccination service excellent
- I was given a great deal of extra time in my consultation as I was anxious and needed reassuring.
This was followed up by very kind phone calls to discuss my treatment and reasons why I was being referred as an out patient.
- **Nurse** was very polite and helpful and made me feel very comfortable.
The whole of the practice who ever you see make you feel relaxed and comfortable
Thank you Winterton practice for been so very caring.
- Very caring staff, very good listeners and very supportive.
- I Saw **Dr Aung** and he was excellent explaining everything in detail and in language that I understood
He also wrote everything down that he wanted me to follow in the weeks ahead.
- No waiting on time, although the log on screen very wobbly and a few people had to try 2 or 3 times
- I popped in to book my 3 appointments which was easy with the **friendly receptionist** but had to wait over a week for a non urgent appointment

- **Lovely friendly welcoming doctor**, made me feel at ease a credit to the practice.
- In this instance the phone was answered in a reasonable time, call back was quick, appointment was same day!!! Also, my appointment with **Charlotte** was stress free. Very kind, understanding and explained things. I didn't feel I was being rushed.

Negative comments

- Once appointment made no problems at all my only complaint would be its terrible trying to get through to the surgery by telephone so I tend to go to surgery and visit the enquiries that's ok if your able but not everyone is
- Very difficult to get appointments especially if want to see same Dr for consistency but when seen Dr was excellent.
- I was chastised via text for not attending an appointment on the 13th, when I had booked a telephone consultation. When I booked the appointment, I knew at the time the receptionist wasn't understanding what I was saying, was not very helpful and therefore, got it wrong. The receptionist I spoke to on the 13th was helpful and professional.
- I put this reply as this visit I wasn't very happy with the doctor I saw. As he kind of said what else can he do, when your feeling like rubbish that's not what you want to hear. Usually am very happy with my care but will always use the surgery even through not happy this time.
- Would have preferred at face-to-face appointment but understand the pressure that government underfunding is having on local health care services.