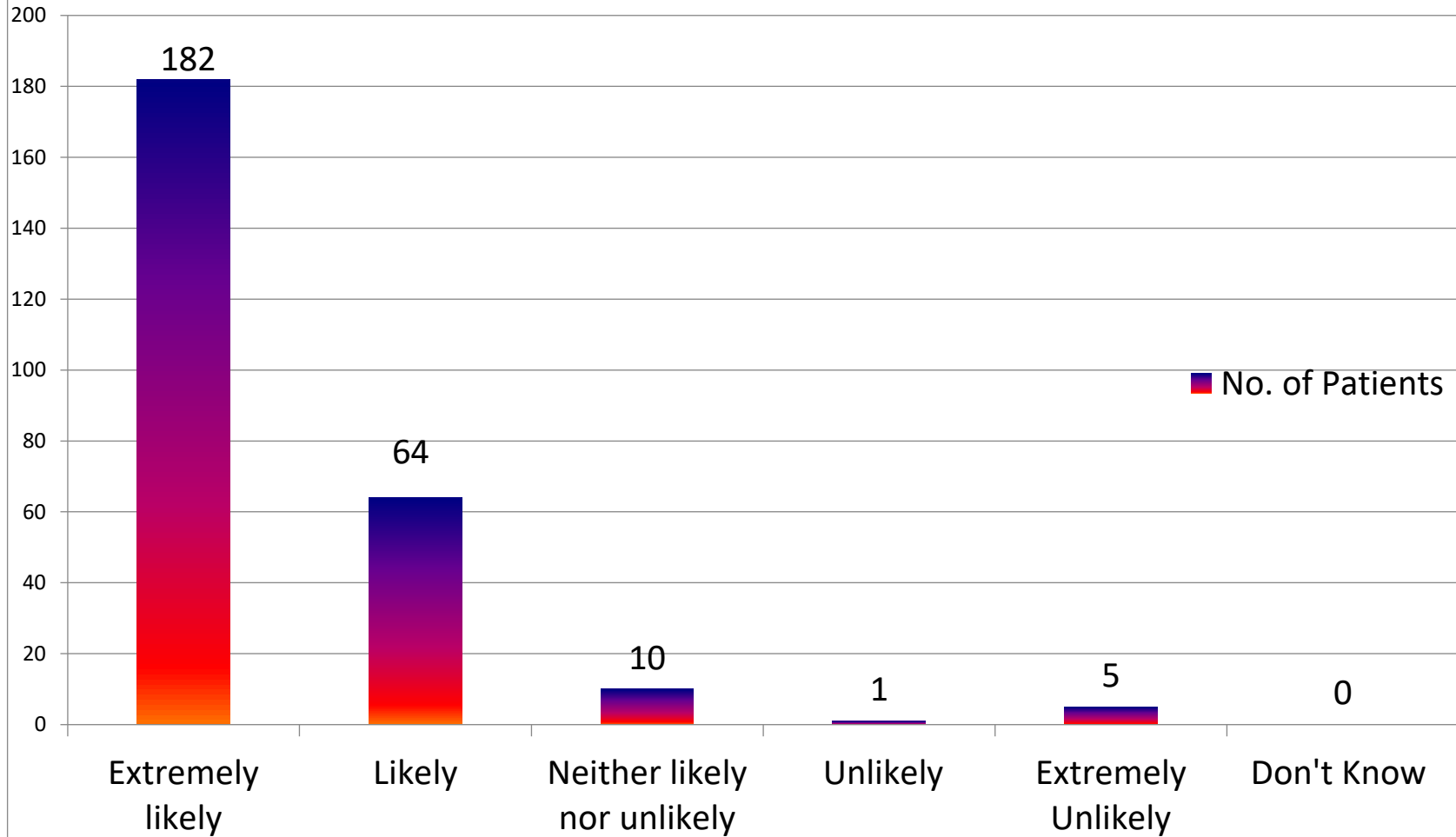


Friends & Family Test - Winterton & Burton - September 2023

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



Positive comments

- **Katie** the secretary was amazing and went above and beyond to help me. Thank you.
- You can always get an appointment; you can speak to a human and the service is always good.
- I felt listened to and given the medication and support I needed. I have been putting off from making this appointment for 2 years due to believing my symptoms were nothing to bother anyone about. I feel so relieved, I'm so grateful for the GPs support and advice.
- I find the doctors are very thorough when having an appointment.
- I was fortunate to get an appointment with the Dr of my choice who I trust & respect their opinion.
- I was fortunate to get an appointment with **Dr R Clark**. I felt listened to and trust the information I am given. Dr R Clark is a caring and knowledgeable GP.
- **Dr Ike** was absolutely charming.
- **Dr Dubby** was amazing.
- Very friendly service and took the time answer my queries thoroughly.
- **Doctor Rebecca Clark** takes the time to actually listen, she gives credible advice and treatment if needed, I didn't feel hurried.
- Got the help I needed when having side effects from medication and was seen and examined thoroughly by **Dr Andrew Clark**. He will be sadly missed when he takes early retirement.
- **Geoff** the diabetic nurse was very polite and professional in fact he was brilliant.
- I have always found the practice most efficient. The doctors and staff courteous, well informed, caring, and attentive.
- Get seen quickly. If needed referrals are swift and I feel confident in the service provided
- I have always received prompt call back for pain medication good level of care from all doctors and staff.
- As always, the doctor was helpful and whilst there is no treatment at this time, she has suggested a further blood test in 3 months...therefore providing reassurance that my issues are being dealt with.
- Always very helpful, the online portal is useful and prevents a lengthy phone call or having to make a potentially unnecessary appointment but will give me an appointment if needed.
- **Dr Dubby** who I saw again is very pleasant and really took the time to listen and discuss my further treatment.
- Wonderful and friendly staff- go above and beyond with care.
- Very efficient booking, friendly advanced nurse practitioner
- Was able to see a doctor for the first time in years.
Good follow up from previous visit with nurse and hospital referral.

- My husband has dementia and also a fear of needles we only now ever book in for him to see **Nurse Nicola Bull** as she is so caring & understanding of his needs, she doesn't rush him so this alone makes a difference to how his appointment goes we wouldn't see anyone else now but her Thank you Nurse Bull for doing an amazing job.
- My recent appt was with a young locum doctor and he was brilliant. It's a shame he's not a permanent member of staff.
- I have found the reception staff and doctors to be very helpful.
- **Dr Alawsi** is a very good doctor, very thorough and good at her job.
- Quick service and follow up begun immediately on this occasion.
- **Dr Okeke listens**, he's open to ideas, he treats me with respect and doesn't minimise my feelings. It's been a while since I could find a GP like this.
- **Dr Aung** is always prepared to listen to your problems, without trying to rush you out of the door.
- **Dr Ike** was very thorough in checking the status of my health, and has arranged various checks, ECG, bloods, and a heart scan.
- Polite efficient staff, caring medical staff
- Appointment conducted with concern and interest, resulting in treatment and investigation for problems raised. Thank you
- So easy to see a doctor when needed. Friendly receptionist trusted doctors
- The GP that I saw presented as competent and efficient. She shared her diagnosis with me and proposed a credible plan of action. Throughout our conversation she was professional, empathetic, and friendly.
- Now finding it easier to contact the surgery via systmonline messages. Responses are usually prompt and helpful and I have always been treated with respect and concern.
- Nurse was on time, helpful and clear.
- Was on time and my doctor was very nice was my first time as new patient was very pleased with my out come.
- Well organised appointment system, first visit to centre, well accepted, good experience upon greeting & working with our new doctor
- On time appointment, efficient and friendly nurse...**Nicola Bull**
- Over a period of time I have noticed improvements in contacting the surgery and in communication.
- **Dr Alawsi** is excellent. I feel confident that she genuinely cares about my health concern and that the standard of care is very high. It is unfortunate that I cannot have her as my regular GP as I have had to see/speak to 4 different staff (GPs and Nurse Practitioner) for this period of illness. While all have been ok, it would be better service and less confusing to have one person alone dealing with my issue. But regardless, I really hope Dr Alawsi is a permanent fixture at Winterton as she is a credit to the surgery.
- The staff are very professional, kind, patient and great with kids. (As it was my daughter that needed the attention)
- Excellent. Can't fault the service I reviewed from reception to the doctor.
- The access to a GP, the timely appointment, his (and his student's) approach was excellent.
- Overall over the 2 appointments today one with the Physiotherapist and the other with **Sarah Baldwin** I felt so assured that I was no longer on my own in my recovery

- **Alex** was very thorough.
- **Dr Dubby** listened to my concerns and discussed how best to treat them.
- I have seen **Dr Alawsi** a couple of times now the first was with my elderly dad and yesterday for myself. She is so delightful, made to feel like she really is enjoying helping you and engaged in everything you say. When I come to the Dr's I nearly always feel like I'm inconveniencing them but not with her. She is a credit to the surgery, and I hope she stays for a while. Thank you for caring.
- My appointment was booked for 11am after waiting for the call I got a text at 11.25am for an appointment at 11.30. I was waiting to go out for another appointment so couldn't take the call at that time which is why I booked an appointment for 11am.
- I am not able to see a doctor face to face at Barton-Upon-Humber surgery and I was able to see a doctor face to face **Dr George** was very nice.
- I completed an e mail of my symptoms in the morning and received a call from a doctor by 4pm to discuss. Appointment made two days later, and treatment recommended.
Excellent service all round
- **Geoff (diabetic nurse)** is extremely professional and was particularly helpful in sorting out information for another consultation.
- Burton staff friendly and responsive. Timings are also very good.
- At Burton, my consultation was on time and very effective. All staff were friendly and helpful.
- Good courteous service and a good speed in getting through to a receptionist (improvement from a few months ago).

Negative comments

- Excellent service, Availability, Good doctors, Parking not so good though!
- Mostly good care - the main problem is getting an appointment!
- Parking at the practice a nightmare.
- Difficult to get timely appointment, especially at Burton.
- Friendly team. Felt my appointment could have been dealt with over the phone though. Appointment time was 25 minutes later than booked.
- I think things are dealt with as well as they can be under the circumstances. The NHS in general is a shadow of what it used to be. Covid took its toll, and it has never recovered properly. Lots of wastage and poor budgeting but I believe you do your best in challenging circumstances.
- Very difficult to get through on the phone We walk across the town to visit in person and have waited twenty minutes at reception to get an appointment- still quicker than the phone service. The appointment line doesn't seem to work.