



# **WOODSEATS MEDICAL CENTRE**

Friends and Family Test results 2024



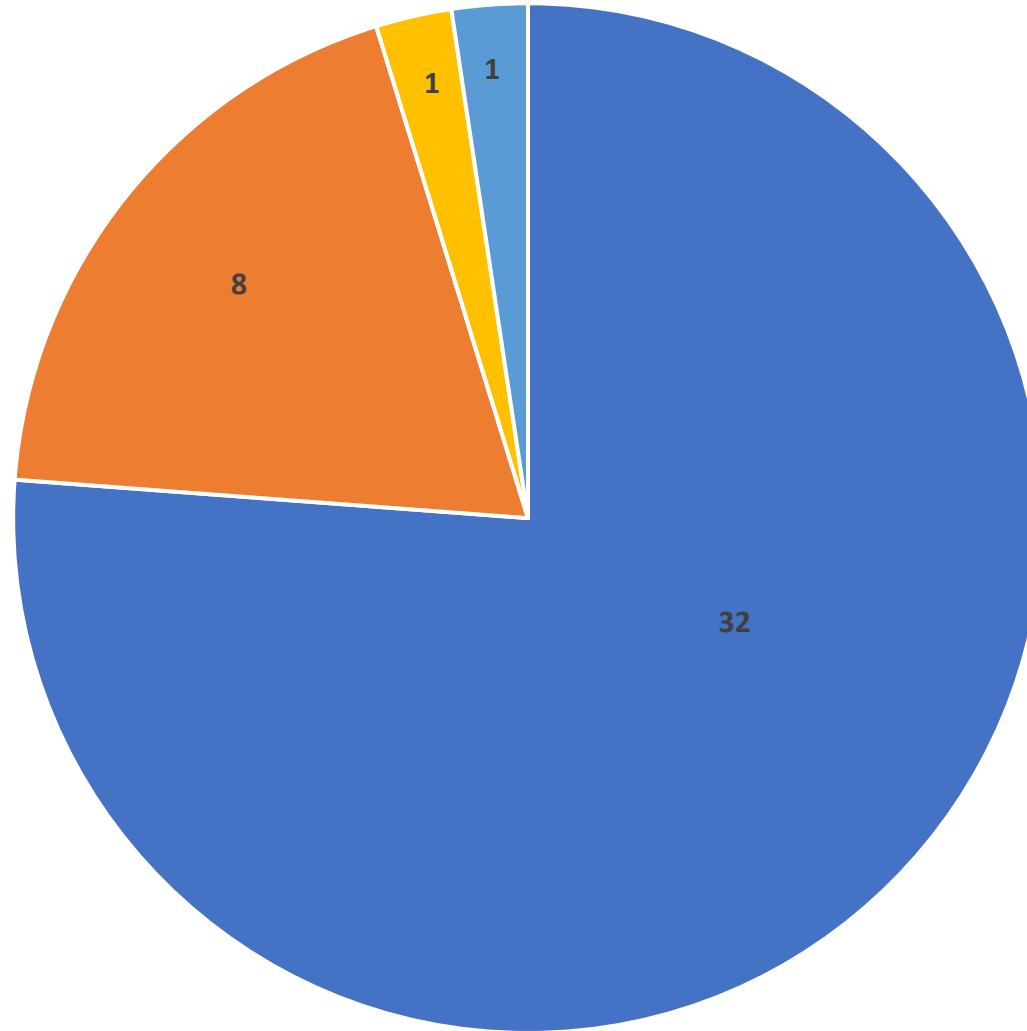
The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

The main question asks if you would recommend the services you have used and offers a range of responses.

This kind of feedback is vital in transforming NHS services and supporting patient choice.

January 2024

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

## January 2024 Comments:

(please note some information may be redacted due to confidentiality purposes)

1. Excellent service
2. It was 15 minutes after my appointment time before I was called in
3. The doctors and staff are simply wonderful. Knowledgeable, friendly, compassionate etc. But, I live nearby to the clinic so I can always walk over and discuss matters in person. However, all other modes of communication with the clinic (phone, mail, booking system) are lengthy, cumbersome and not user friendly.
4. Excellent service
5. Always had good experience when bringing either of my parents (who I care for) to Woodseats surgery.
6. The practice is warm and clean. Booking was straight forward. The nurse was helpful and patient with my son.
7. I have always had really good experience with everyone in the surgery. Been treated very well.
8. We have recently visited the surgery for my daughter to be checked as to whether she has asthma. We have had several consultations with Dr Badham and found her to be extremely professional and thorough. I'm more than happy with the service that we have received
9. The doctors I have met and the nurse were all very friendly nothing like my old practice. I'm so happy I moved here. The reception staff are also always happy to help with any queries. I highly rate woodseats medical centre. I wish I'd moved earlier. I can't describe how every member of staff I've met has made me feel at ease.
10. Good access and consultations but would be nice to see the same person
11. All staff helpful. GPs are excellent
12. As always Woodseats Medical Centre is spot on and the staff very helpful and kind.
13. I've usually got to see someone when needed. Staff always polite, friendly and helpful.
14. All doctor and nurse are very kind, helpful any respectful . This is no any pain during the inspection that is wonderful.
15. Diabetic check up and bloods taken, very welcoming and efficient. Explained all the procedure and treated like a friend. Thankyou
16. Always very helpful and attentive
17. Easy to book an appointment, quick check in on arrival with the screens, didn't have to wait long and procedure was quick.
18. I checked in on the digital pad & was seen on time
19. Prompt service.
20. Appointment on time, professional service

## January 2024 comments continued:

(please note some information may be redacted due to confidentiality purposes)

21. Prompt response to my situation. Everything followed through and good resolution overall. Felt listened to and respected throughout.

22. Excellent service from the GP. Didn't feel rushed at all. Very patient and understanding! Excellent service from the nurse who took my blood. Was brilliant, didn't feel a thing! Reception staff always great. Very friendly!

23. Helpful from entering through to seeing the nurse and in booking further appointments for my eldest daughter. Nurse skilled at dealing with my 5 year old twins attending for nasal spray

24. When needed given a prompt appointment

25. The Doctor put me at ease and gave me helpful advice and suggested a way forward with my problems.

26. Kind and caring regarding my condition and helpful.

27. Kind and caring regarding my condition and helpful.

28. We have been very well treated by the drs, nurses and receptionists. They are under great pressure, very trying times.

29. I've always been treated with politeness. On the whole I get appointments when I need them, however I understand when I can't. For example I've recently had a few appointments at Jordanthorpe hub, when I couldn't get a nurse appointment at Woodseats. I am just grateful to get an appointment.

30. Poor communication

31. Most things you get right

32. I have never felt let down by any clinician at the practice. Under what must be at times challenging circumstances, for all sorts of reasons, everyone I've ever dealt with has been very professional and kind. Communication between the practice and myself has always been very punctual too.

33. A few weeks ago I had an appointment for a blood pressure test. After 20 mins I mentioned it to the receptionist and after 40mins I mentioned it again to the receptionist I was immediately called in but the person who was going to take it didn't have much idea how to do. When she eventually managed it it was high. I had another appointment a few weeks later. The nurse asked me if I minded trainee there. Of course I didn't mind. Unfortunately it was the trainee who kept trying to take it. Eventually the nurse took the blood pressure. and not surprisingly it was up. My husband is taking my blood pressures every night and morning and the blood pressure readings are about normal.

34. Considerate and personable doctor, Dr Dachler was great with my baby girl, he explained everything clearly and asked us questions which made us feel involved and listened to. Great service, I'd recommend him highly as a doctor.

35. The nurse was very patient to my daughter's struggling for vaccination.

36. Dr Gore who we see regularly is excellent and is professional kind and caring.

37. Patients are given same day appointments when they need to be seen.

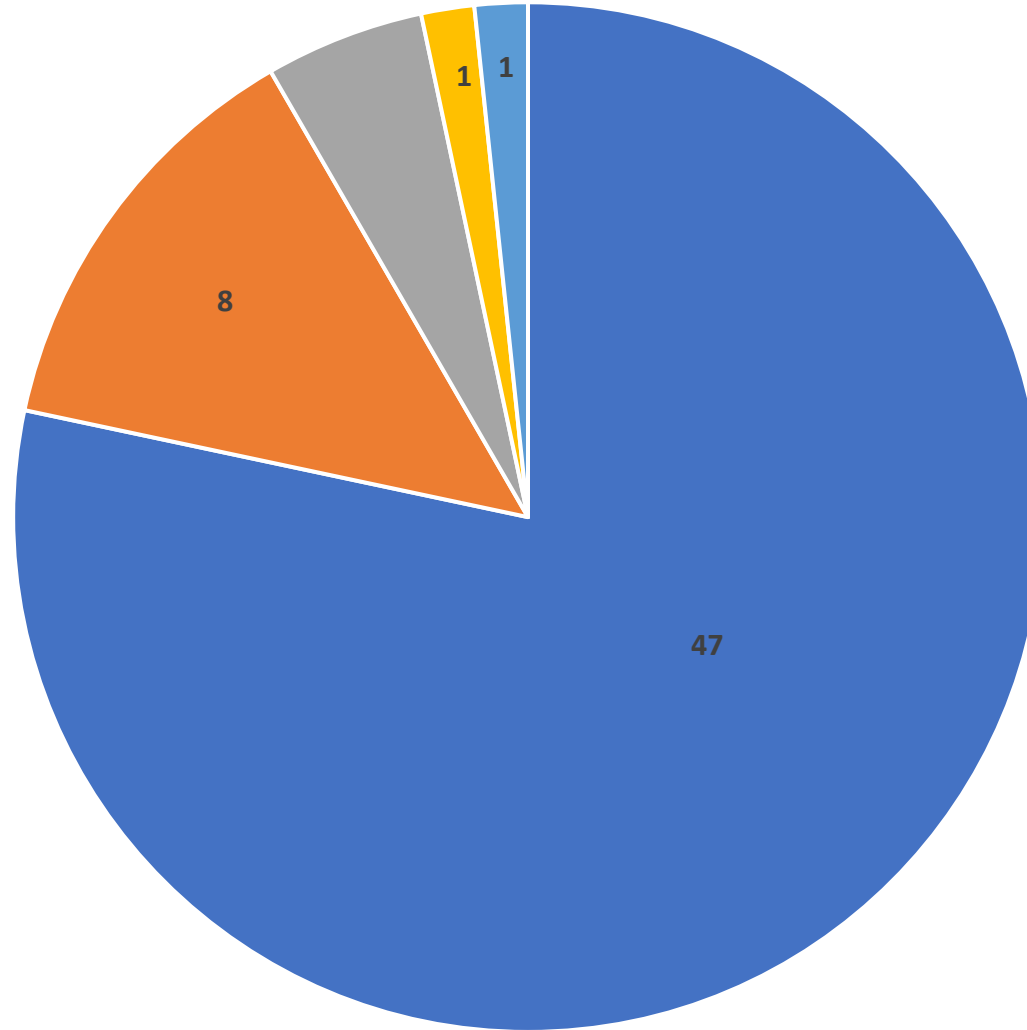
38. Good GP service; generally v good reception. Poor admin system

39. GP and trainee were very caring and explained everything fully made you feel as if you wasn't wasting there time

40. Friendly receptionist, music in background, clean & tidy waiting room.

February 2024

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

## February 2024 Comments:

(please note some information may be redacted due to confidentiality purposes)

1. Easy to get an appointment. Friendly reception staff. Excellent GP and nurse care.
2. The nurse I saw was very informative and friendly
3. I have always found the request to see dr very good and prompt.
4. Was seen quickly and had a follow up phone call by the same GP on the two days following my original appointment which was very reassuring and I felt well looked after. A few days later I saw a different GP for a review on my ongoing issue and she was equally caring and put me at ease
5. It was a smear which I really struggle with and the nurse was so patient with me and got the job done
6. Kind and considerate staff
7. Kind and caring nurses trying their best to help me with my leg.
8. My appointment was on time.
9. Nurse was helpful and easy to talk to.
10. Much better system now with the link on the website rather than having to call up
11. As usual first class at Woodsests Medical Centre. Staff always polite and helpful.
12. All the staff are friendly and professional and are willing to help at all times. My family are thrilled to find a doctor's practice that has knowledgeable and competent receptionists.
13. J foster excellent at what he does and always puts me at ease
14. Friendly and helpful staff
15. I filled out the form, someone rang me and booked me an appointment that morning. It easy very easy!
16. My daughter had to have her 1 year jabs and the nurse that did it was absolutely amazing, so patient
17. Lovely staff, not too long a wait, good communication by text and email. Great service
18. Good appointment, 30 minute delay to be seen does t feel very good when it was 10.20 am Scheduled appointment and not seen u til 10.50 am
19. Very good service and treated good
20. Excellent and pleasant appointment
21. Ann was absolutely lovely, so chatty and welcoming. Didn't rush you in and out.
22. Had txt msg on day of phone appt to say I had face to face appt that afternoon, after 30 mins on hold I found out that txt msg was incorrect ! I'm just glad I didn't travel to that appt. Also followed a link to make an appt recently but never received a phone call. You never see the same doctor twice do there is no continuity

## February 2024 Comments continued:

(please note some information may be redacted due to confidentiality purposes)

23. Efficient check in. Friendly staff. Well explained

24. Appointment on time, the Nurse was incredibly friendly, professional and knowledgeable, explained everything every step of the way, a positive experience all round, receptionist very helpful - overall a quick and easy visit

25. Always receive help for whatever problem on the same day

26. I have recently had repeat visits to the surgery and am so grateful for all the care given. Dr Dachtler referred me on very quickly and efficiently, as needed. Thank you

27. When at the surgery appointment was on time and the nurse I saw was absolutely lovely and very helpful.

28. The nurses have been efficient and caring

29. Great staff, from the reception, the nursing and health care and doctors. Always on the ball and if they miss anything are willing to acknowledge and correct. I have been with the surgery for a few years now and have had a great service from all involved. Thank you.

30. I had a phone call appointment, I missed the call and didn't get a call back. I've also been waiting since September to be referred to get approved to take a medication and still nothing. Poor communication

31. Easy to submit form. Called within a couple of hours and given the right support and a prescription.

32. I wasn't waiting too long after my appointment time and the nurse apologised when I arrived. Excellent 'bedside manner'.

33. Annual review - Able to book an appointment to suit me. Seen on time. Practitioner was helpful and informative. Able to access the test results on line so not waiting for a phone call to see if there is an issue.

34. Can always get help when we need it. A good range of telephone appointments, which I do like as I don't need to take time off work and I person appointments when needed. The new triage system works very well for both medical and admin queries.

35. Excellent care from Dr Lucy Beales. Didn't make me feel stupid, really listened to me! Didn't feel rushed at all! Lovely receptionist. Lovely blood nurse

36. Booked my smear online quick and easy form to fill in and prompt response with available dates to book. Practice nurse who did my smear was lovely. Always had kind and helpful encounters with all staff at the practice.

37. I got the same day appointment and the GP I saw was really good and very professional

38. I find all the GPs and other staff members are always very supportive and thorough as well as being efficient.

39. Excellent care from GP. Nothing could have been done better.

40. Call into my appointment on time, nurse practitioner very thorough, pleasant lady, answered my questions appropriately. Receptionists are very helpful and try to accommodate queries as well as they can. We did have issues when the ground outside the surgery was flooded. Perhaps some discussion with the council may potentially avoid this for the future

41. Very thorough. No question too silly

42. The nurse and the student nurse displayed exceptional kindness and professionalism during the test, ensuring my comfort throughout the process.

43. Everything is meant to be done online I personally don't have a problem with this but my husband struggles it's very very rare that you get to see the same doctor unless you book weeks in advance ringing in with an emergency doesn't help either. Having been with the practice over 40 years you no longer get to feel as though you matter

44. Because they did my blood tests straight away & picked up on the chronic hyponatremia and liver cirrhosis. I went to hospital and was in four days. Been absolutely brilliant and I love it and thank you very much.



## February 2024 Comments continued:

(please note some information may be redacted due to confidentiality purposes)

45. Mostly I get a good response from the practice. There are a few issues with the waiting area and online services.

46. I could log in for my appointment as soon as I arrived, meaning no waiting at reception. Although I had to wait a little for my appointment it wasn't a problem. The nurse and student nurse were very efficient with dealing with redressing my wound and gave advise for way forward. In and out in about 10 minutes.

47. Reception staff are very friendly and welcoming, working with me to help with appointments

48. Dr Joyce is a very caring and supportive person. He always finds time to listen and give advice. I was seen almost straight away.

49. Brilliant surgery staff are always very helpful and the doctors are excellent

50. Efficient and friendly service delivered on time.

51. Hi Everyone at WMC. are very helpful. and caring. The medical staff have been excellent as have the nurses and health support workers. Thank you.

52. I've had excellent support and advice from my GP during a very difficult time.

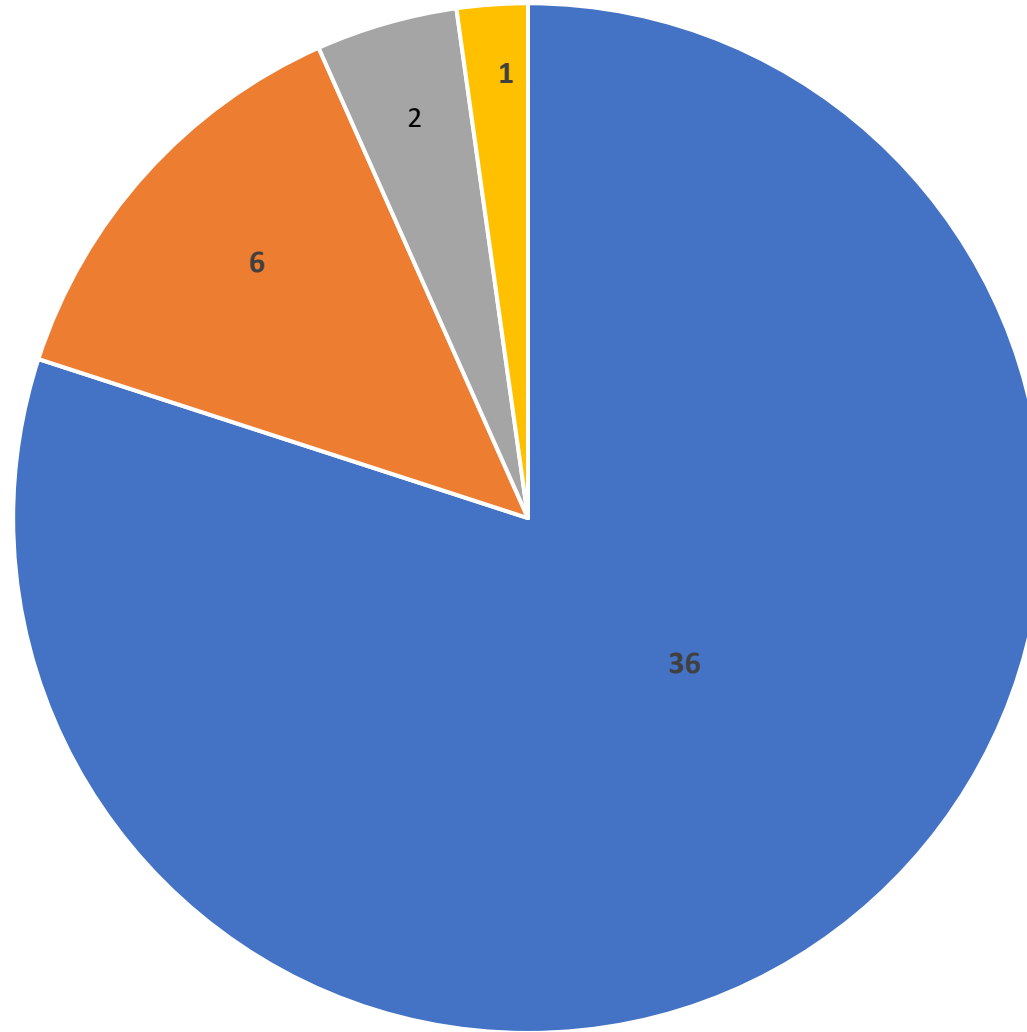
53. The nurse was great. Really friendly and informative with my whole family. Thank you

54. The practice nurse Ann always has such a lovely demeanour and put me at ease, she remains professional whilst maintaining a kind and caring manner.

55. Very friendly and I felt like she had time for me giving me a full details about COPD.

March 2024

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

## March 2024 Comments:

(please note some information may be redacted due to confidentiality purposes)

1. All if the service provided was done with dignity, respect and professionalism.
2. Very good Doctor explained everything lovely lady. Excellent service every thing is fine
3. Prompt response to request for urgent treatment. Good renewal of prescription s. Only had a couple of appointments but never waited long to be seen.
4. Nurse was kind and patient during my smear test and explained everything
5. After completing the online form, I was seen the same day.
6. The nurse I saw I had already had contact with about another matter. She was extremely good.
7. Prompt
8. my appointment was for 12 and didn't go in 2 c the nurse until 12.15. I had to mention 2 the reception wondering if I had been forgotten
9. All staff and doctors are very caring people
10. Kind and friendly staff. Knowledgeable and caring clinicians. Very clean environment.
11. Because just recently I have had to travel to another practice. There are times when I have asked to see a certain doctor and this has not happened. The self booking at practice does not always work and therefore I have had to go to the receptionist.
12. The nurse & young assistant were delightful making my visit a pleasure
13. Very friendly service, explaining everything clearly
14. The practice is very responsive to service needs and provides an effective quick and absolutely first rate service. Staff are knowledgeable always respectful and have skills to do job right. The service is absolutely first class in every way
15. I was given explanatory answers to my worries.
16. I felt comfortable talking about very personal issues and felt I have received appropriate treatment and referrals.
17. Approachable staff who gave lots of information
18. Reception staff are helpful. The doctors and nurses are very good. I have been able to get a face to face appointment, which I need because of my autism and a stammer. 1
19. Nurse Ann Croft very patient and gives good information. She is very knowledgeable.
20. Dr Rimmer is kind , understanding and listens. Amazing Doctor.
21. I really like the practise and how quickly they get you in for appointments. The medical staff are also really receptive and do a great job.
22. Professional approach throughout
23. Open, pleasant manner and informative. My resent visit to the surgery was efficient.
24. The staff were friendly and understanding.
25. I'm consistently impressed with how the practice adjusts to growing pressures in terms of patient demand, such as introducing the online triage service. Friends with other practices often complain that they have to wait weeks even just for a phone appointment, but I've always been able to speak to a medical practitioner the same day and, when necessary, be seen within 24 hours.
26. Receptionist was rather rude told to be quiet best bit it was my 7 month old googling & cooing
27. I have had the need for help with a number of medical issues recently. I have used a variety of options to contact the surgery and all have been managed well. The online form is a really great, easy and convenient way of asking questions. The last few appointments I've had face-to-face have been excellent. The latest nurse who saw me for a smear test was so kind and patient. She gave me some good advice and I really appreciate it. I didn't feel rushed and I had the opportunity to ask any questions I had. I feel very glad to be a patient at Woodseats Medical Centre and have had brilliant care on a number of occasions. I don't think there is anything to improve on. All my interactions have been positive and quick. Thank you to the whole team.

## March 2024 Comments continued:

(please note some information may be redacted due to confidentiality purposes)

28. The link system from my GP to make a further appointment works well. It saves being stuck in queue position 30+!!! It helps with consistency and treatment plan/reviews.

29. Easy to get appointments, helpfulness of staff.

30. Good: It's a nice place. Toilet accessible. Not so good: Receptionist that talks to you with their mouth full of food. Receptionist that holds a finger up to you to stop you talking/asking for help. Given an appointment time, marked as not attended as medic has you down for a different time, even when you show them proof of your time slot. Way, way, way, way, way too hot.

31. So many compliments to make. First and foremost is the kindness of the reception staff who are welcoming and professional. It is comforting to see a kind smile on arrival at the practice, especially if you are feeling unwell and perhaps a little apprehensive. The waiting area is clean and airy and comfortable. There are touch-screens in the waiting area so that you register that you have arrived for your appointment. It is quick and simple to use. There is a large flat screen monitor mounted on a wall which provides you with up to date information about services that the NHS offer. The screen is also used to let you know when you can go to see your GP and the room number; this is also supported by audio. There are excellent toilet facilities which are clean, warm and modern. My GP is very friendly and professional and time is given so that we can talk about my symptoms and what kind a treatment would be needed. It is more like a discussion and I find it very relaxing and informative. My doctor has excellent people skills and puts you at your ease but without being patronising. I think that is important. Just a couple of minor points: - sometimes you can be waiting for quite some time after your appointment time to see your GP, but I fully appreciate that it is because patients are given the time with their GP that they need to discuss their symptoms and receive diagnoses and perhaps treatment; so that is understandable - a drinking water dispenser in the waiting area would be very useful if you may have to wait a while to see your GP or that perhaps that you may not be feeling well and a drink of water may help.

32. Attention to detail and excellent use of technology

33. Friendly staff, Doctors and medical staff attend to patient's problems and give diagnosis after evaluating each and every aspect. I never had any problems in making appointments or reaching out to them for my medical problems.

34. Everything was very good - the only downside was I had to call multiple times because my call kept dropping. This was quite frustrating, and when I received a text to book an appointment, the link didn't work, so I had to call a few times again.

35. Easy to book an appointment and was seen on time. Friendly staff and helpful staff. There was nothing that could have improved my experience

36. I was seen promptly and was given information about one of my conditions. Plus a referral to dermatology.

37. Helpful staff easy and straight forward to book an appointment

38. Both nurses bedside manners was very good, felt at ease and the injection was pain free. They had a great attitude and very friendly.

39. Practice nurses. Prompt arrangement of appointments and excellent personal care on recent dressing changes and wound infection.

40. Arrived 20 mins early for ear syringe appointment. Only waited 5 mins and called in. Nurse was very good and explained everything very clearly. Very thorough and caring.