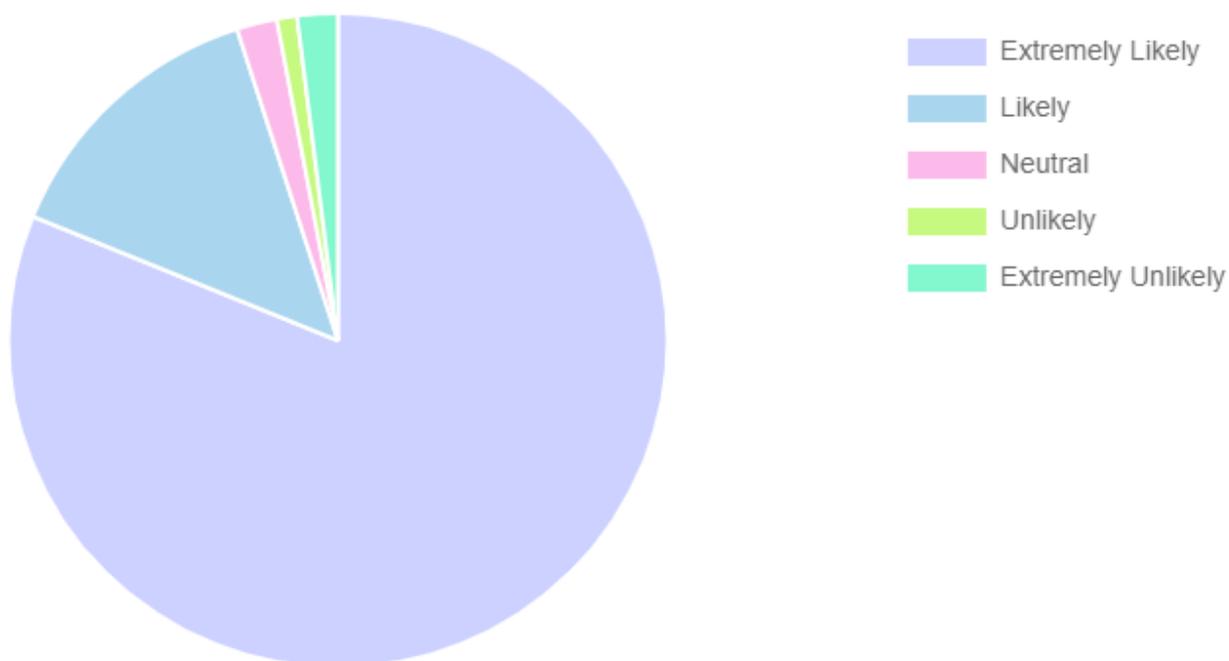


Beaufort Road Surgery FFT Survey Results: January 2024

How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?



ANSWERS	RESPONSES
Extremely Likely	82% 138
Likely	14% 23
Extremely Unlikely	2% 3
Neutral	2% 3
Unlikely	1% 1

168 Answered

1 Skipped

Please give the reason for your response:

ANSWERS	DATE
Ever since we moved 6 years ago we have had excellent care right across the board even through covid. Friends and neighbours who go to other practices locally all complain that they can't see their doctor or speak to anyone. We have had no such issues	31 January 2024 at 16:59
Understanding, sympathetic and friendly	31 January 2024 at 16:04
It was easy to make an appointment, to sign in and I was seen at my appointment time.	31 January 2024 at 14:22
I have always received great treatment, staff are polite and friendly. I have been with the surgery since 1988 and have never been unhappy with my care.	31 January 2024 at 14:00
Had an efficient friendly service.	31 January 2024 at 13:22
Always very helpful and friendly	31 January 2024 at 11:27
Your surgery is excellent. It is clean and comfortable and the reception staff are very friendly and helpful. I can only speak for my own doctor who I have been with for many years (Dr Mitchell) who I think is an amazing person. someone who listens and does his best for his patients. I cannot recommend this surgery highly enough.	31 January 2024 at 09:24
Always had good service from the practice.	31 January 2024 at 08:46
I can usually get an appointment when I need one. The self check in is good. I rarely have to wait. The GPs are excellent.	31 January 2024 at 08:39
Excellent service. I feel well supported by the Doctors and staff at this practice.	30 January 2024 at 18:02
Always effective response	30 January 2024 at 17:54
This practice goes above and beyond the expected service. The attention given to the patient is exceptional.	30 January 2024 at 17:54
I would recommend this doctors as they are really good they know alot about stuff when they see something they always have the right answers and know what to do to help sort out the problem I love this doctors has been my doctors from all my life and I hope this doctors surgery will be here forever for my kids and for my kids kids thank you surgery for being here my doctor is very good too has always sorted my problems when I get into pain	30 January 2024 at 12:53
Lovely nurse who took my blood,, helpful, kind and listened,,,	30 January 2024 at 12:24
All our GP surgery experiences to date have been of the very best sort. Staff, both clinical and support are excellent. We are treated with courtesy and politeness at every turn. A very good practice.	30 January 2024 at 12:08
The Team are always helpful, professional,trustworthy.I have been with the surgery for many years and am very grateful for all their help/guidance .	30 January 2024 at 11:52

ANSWERS	DATE
Dr Mitchell answered all of my questions concisely and with the delicacy they required.	30 January 2024 at 10:31
Professional, thorough, efficient and reassuring	30 January 2024 at 10:14
I've never had anything but excellent care and treatment from GPs, nurses and receptionists at this surgery. Simply great!	30 January 2024 at 10:14
Because I totally object to the nhs wasting valuable funding on stupid surveys like these. As people generally have little option to choose which surgery to use, recommendations are pointless. The cost would be better used to improve patient care	29 January 2024 at 23:32
I find my gp surgery as very polite n understanding x the nurse who took my bloods this afternoon was brilliant . Thankyou	29 January 2024 at 18:27
I have always found reception and doctors very helpful	29 January 2024 at 17:25
My Doctor (Dr. Mitchell) is so good and caring.	28 January 2024 at 11:02
I think it's a caring practice and the receptionists are very helpful	28 January 2024 at 10:13
The best practice in my opinion. Everyone is approachable and understanding and even the blood test was done gently and well. The receptionists always try to help and I can get an appointment with GP when needed	26 January 2024 at 17:00
Catherine was amazing. Pleasant and had time for me. Truly a happy appointment thankyou	26 January 2024 at 15:58
However none of my family or friends live in the area served by the surgery	26 January 2024 at 14:13
Friendly	26 January 2024 at 13:29
Always pleasant and professional staff	26 January 2024 at 13:08
Didn't have to wait too long to be seen and Dr Mitchell is a brilliant doctor explains everything about condition and treatment	26 January 2024 at 12:35
Great Dr's always feel supported all staff are amazing	26 January 2024 at 10:30
My family doctor has been continually fantastic.	26 January 2024 at 10:30
I couldn't get to the surgery that day for my appointment. I asked if I could have a phone appointment instead. And this was arranged for me. I was amazed. I am also always treated w patience and respect by Dr. MITCHELL. I often have a lot of questions!!	26 January 2024 at 07:51
Very good service, friendly staff who are very helpful and knowledgeable.	25 January 2024 at 17:06
Always great treatment from all team	25 January 2024 at 17:01
Very happy with Beaufort Road Surgery.	25 January 2024 at 13:06

ANSWERS	DATE
Absolutely professional and friendly environment! Thank You!	25 January 2024 at 08:40
The staff are extremely friendly, professional and committed to their patients. The phlebotomist that I saw this morning was professional, kind and friendly. But I can say that about everyone else in the practice as I have always received fantastic care.	24 January 2024 at 18:29
Friendly, informative reception. Do their best to offer f-f appts in difficult situations e.g. when normal GP off sick.	24 January 2024 at 12:07
Excellent service with greats gp's	24 January 2024 at 11:34
Always very efficient service and attentive personnel	24 January 2024 at 10:42
My experience has generally been good	24 January 2024 at 08:38
Shelley is amazing at taking blood tests. Coming from a person that has them done regularly.	24 January 2024 at 08:26
Very helpful advice and care.	23 January 2024 at 20:01
Always friendly, on time and appointments have always been quick.	23 January 2024 at 18:34
I was pleased with the care and advice that I was given.	23 January 2024 at 17:21
I was promptly accepted to and served fully with all the questions and queries when I visited the Surgery yesterday afternoon Monday 22-01-2024. Thank you.	23 January 2024 at 16:43
Very friendly and helpful service	23 January 2024 at 16:24
I always feel listened too and reassured that my care is in good hands. Dr rasool has always took the time to listen to my concerns and put actions and follow ups in place to find solutions. I have several health issues and anxiety and am never made to feel I'm wasting time	23 January 2024 at 16:14
Dr Mitchell is great and provides a good service that is clear and considerate.	23 January 2024 at 15:13
Friendly and efficient.	23 January 2024 at 13:48
The treatment I have received from this practice is responsive, reliable and accessible!	23 January 2024 at 12:05
Wait time is always long	23 January 2024 at 11:47
Dr Rasool is very prompt and listens	23 January 2024 at 10:54
It is always a very precise and helpful assessment.	22 January 2024 at 16:41
Friendly and caring staff. Thank you	22 January 2024 at 16:38
Friendly and attentive receptionists and a very helpful, caring doctor. I have been able to make an early appointment when my condition was regarded urgent, and	22 January 2024 at 11:49

ANSWERS	DATE
further appointments aren't too far away. My only criticism was calling for an appointment and hanging on for nearly an hour then being cut off...	
Seen 5 minutes early blood taken quickly and professionally	22 January 2024 at 11:10
The service is excellent and the staff are professional, friendly and caring.	21 January 2024 at 10:25
I have always felt that I have been listened too and have been happy with my medical treatment.	20 January 2024 at 19:07
Always friendly and helpful unlike my old surgery	19 January 2024 at 15:25
The service I receive is very good. Very professional. Very reassuring.	19 January 2024 at 11:14
Always professional and sympathetic. Always helpful & there when you need it.	19 January 2024 at 10:47
Excellent staff	18 January 2024 at 18:11
Extremely likely, because of the great care from the doctors and nurses, I have had for many years. Raymond Jones	18 January 2024 at 17:13
All aspects of the surgery are very good from reception to appointment booking and to the clinical staff. Made to feel welcome and treated efficiently.	18 January 2024 at 14:40
Best surgery and care. Always friendly.	18 January 2024 at 13:50
Very professional and straight to the point. Highly recommended.	18 January 2024 at 12:20
They are very helpful at all times	18 January 2024 at 11:32
I was seen by a doctor quickly and he was friendly and explained my problems well	18 January 2024 at 11:18
Friendly staff and very efficient	18 January 2024 at 10:50
Dr Davis always listens carefully to what you have to say and makes you feel valued. Also gives clear and concise options and opinions	17 January 2024 at 20:02
Very thorough doctors and reception team lovely and helpful. Good quick service seen quickly.	17 January 2024 at 16:26
Excellent service and very helpful.	17 January 2024 at 12:07
I have had the most wonderful care from Dr Mitchell and Dr Davis and felt 100% supported by them both. They are what the NHS is all about - thank you	17 January 2024 at 07:55
The doctor took the time to properly analyze my test results so an informed decision could be made regarding whether to medicate or not	16 January 2024 at 18:30
I have always been able to have an appointment within a reasonable time. I have my own GP but have sometimes been seen by another GP at the practice. All the GPs are friendly and professional. The reception staff are also friendly and helpful.	16 January 2024 at 17:57
Great drs nurses and admin	16 January 2024 at 17:20

ANSWERS	DATE
Always friendly and accommodating, not a lot of waiting time and doctors very helpful. Very good surgery	16 January 2024 at 17:00
Everyone is extremely helpful. They listen and are very understanding and nothing is too much trouble. This is from the receptionist, nurse and partially the doctors.	16 January 2024 at 11:32
Very friendly and my appointment with the doctor is always on time	16 January 2024 at 10:01
The new sign-in programme is now working and is straightforward. My GP appointment was held on time. I valued thr professional approach of the doctor and have confidence in her.	16 January 2024 at 08:41
I've always found them extremely helpful and caring. I've been with them for over 25 years.	16 January 2024 at 08:28
I feel my doctor listens to my concerns. I cannot speak for other doctors that is why I put likely rather than extremely likely. I would put extremely if I could also recommend Dr Davis	15 January 2024 at 11:53
Fantastic doctors and well managed surgery - easy e-consult system. Requests are actioned quickly and efficiently	13 January 2024 at 03:47
Helpful polite reception staff, caring competent doctor.	12 January 2024 at 18:23
Always helpful and despite being a very busy practice you never feel like you are being put to the back of the queue. Everyone is treated with compassion.	12 January 2024 at 13:56
My husband Robert , our son Andrew and I are all patients of Doctor Mitchell at the Beaufort Road surgery . We all cannot speak highly enough of the care we have received from Doctor Mitchell . He is a wonderful doctor . He always takes time to listen sympathetically , to reassure and to diagnose our various ailments accurately , and refer to the hospital consultants when necessary . We are so very grateful to Doctor Mitchell. Receptionists at the surgery are always very polite and helpful . When we have needed an urgent appointment we have always been fitted in the same day and haven't had to wait over long for non urgent appointments . Today I needed a blood test and the nurse was lovely and extremely skilled and I didn't feel any discomfort . We all feel very blessed that we have a brilliant doctor, second to none , and a surgery that always give us first class service . Thank you Doctor Mitchell and all at Beaufort Road Surgery .	12 January 2024 at 13:55
We have an incredible doctor, who is supportive, efficient and very patient. You never feel like you are being rushed. The reception staff are polite and friendly. A fantastic surgery all round.	12 January 2024 at 11:26
It is difficult to get a appointment, and the rush at 8am/2pm is very stressful. The staff are very friendly and helpful, as are the doctors, who are very professional.	11 January 2024 at 17:59
My GP Dr Davis has been very generous with her time and very understanding	11 January 2024 at 17:46
Very satisfied with the care from our surgery at Beaufort Road.	11 January 2024 at 16:53
I got what it said on the tin.	11 January 2024 at 15:52

ANSWERS	DATE
Happy with my experience	11 January 2024 at 13:14
Very efficient. Staff very friendly.	11 January 2024 at 10:11
I have been with Beaufort Road Surgery all my life (over 70 years) They have always been good, and now they do still see patients face to face which a lot of surgeries don't. Getting through on the phone is often a problem, but no worse than other surgeries I have heard.	11 January 2024 at 09:12
I was satisfied with the wait time and with my experience with the doctor. The reception was busy as I left the surgery but it was possible for me to contact reception by phone in order to arrange the service I needed.	10 January 2024 at 22:04
Organized reception, easy to announce me, time for appointment respected, friendly staff	10 January 2024 at 12:38
The nurse I saw today was so kind and made me feel at ease for an uncomfortable procedure.	10 January 2024 at 12:16
Whenever I need to see a GP or Nurse I always receive the advice and care I need. I also like the way the surgery keeps a track of when vaccinations and annual checks are needed and sends an invite for an appointment to ensure they are not missed.	10 January 2024 at 10:18
Excellent doctor Rebecca brickwood	10 January 2024 at 10:16
The appointment system is really efficient the logging system to say that you have arrived at the surgery is also good, the staff on reception and the doctors and nurses are always polite and helpful	10 January 2024 at 09:15
Good communication and quick response. Nice staff.	10 January 2024 at 08:26
I was due to see one doctor who unfortunately was delayed and so another doctor took over the appointment	9 January 2024 at 21:27
Always able to access appropriate medical care when necessary. Thorough approachable staff	9 January 2024 at 21:26
Always had a very good and caring response if asking for help from the office staff and especially from the medical team.	9 January 2024 at 17:25
I didn't see my last doctor for 5 years and I changed to Beaufort rd surgery and I was seen very quickly the staff all seemed friendly	9 January 2024 at 16:47
Courteous and friendly, highly professional.	9 January 2024 at 16:08
I found that my concerns were either treated dismissively or I was simply expected to "put up with" the issues I was facing, rather than being offered any kind of treatment.	8 January 2024 at 18:53
Based on the fact that I only use one Dr, Tim Mitchell, I find him very approachable and more important has the ability to understand my problem and recommend the medical solution.	8 January 2024 at 18:07

ANSWERS	DATE
GP's are fantastic and always available for aptmts, whether face to face or phone consultation preferred. Never rushed at aptmts and can get same day aptmts if urgent. Reception staff superb too, nothing is too much trouble and they always go out of their way to assist, in any way they can - 5 Star Practice all round.	8 January 2024 at 16:43
I found the booking easy as I did initial request online. Nurse Penny called to book my appointment. We discussed you not having all my records so I knew to bring my vaccination record in with ne. I always find everyone at the surgery very helpful and friendly. Nurse Penny saw me this morning and she was extremely helpful and knowledgeable and kind.	8 January 2024 at 12:12
Always friendly - also caring - always helpful and available when needed	7 January 2024 at 14:34
Can always see a doctor if I call early enough.	7 January 2024 at 12:46
I think all the staff at the surgery are excellent and really friendly and helpful. I especially like Dr Reynolds and Dr Mitchell they really look after myself and family exceptionally well. We have never had a bad experience and feel very grateful and lucky to be registered at the practice.	7 January 2024 at 10:04
Always very helpful and thorough	6 January 2024 at 14:22
Staff are courteous and helpful and keep you informed of delay and further actions	6 January 2024 at 11:38
Good response to my needs, appointments take too long but that's the same for most surgeries these days. Otherwise a good surgery and Dr Mitchell has been very good.	5 January 2024 at 14:20
Very good practice, Apart from having to queue on the phone for ages	5 January 2024 at 12:28
Your website for vaccinations does not work as a result of this I've had no flu jabs no covid jabs for over a year, something is clearly wrong here.	4 January 2024 at 21:23
My appointment was on time. My Doctor listened to me patiently, I did not feel rushed. My Doctor was extremely kind and informative about services available to me and with advice about my health. The receptionist was also very pleasant.	4 January 2024 at 20:23
Very friendly staff and Dr Reynolds is excellent	4 January 2024 at 18:16
Very efficient	4 January 2024 at 17:06
Excellent support provided in terms of my healthcare	4 January 2024 at 16:50
Only registered at this practice so nothing to compare with.	4 January 2024 at 16:10
On time Friendly Caring	4 January 2024 at 14:28
Service is fantastic, staff are very helpful and extremely professional and friendly. A My experience with appointments is that there are never delays.	4 January 2024 at 12:47
Great doctor	4 January 2024 at 12:31

ANSWERS	DATE
Excellent patient care. Nothing is too much trouble. I value their warmth and advice.	4 January 2024 at 11:09
I find reception staff really friendly and helpful and Dr Davis so kind	4 January 2024 at 10:11
I have all ways had very good service from my G P practice, they look after me very well, and call me forward if things are not right	3 January 2024 at 21:54
Although it's difficult to get an appointment the service given by reception staff, doctors and nurses is good	3 January 2024 at 19:59
Punctual appointment. Pleasant and helpful staff.	3 January 2024 at 19:49
GP was very efficient and acted strait away in booking tests for me . She gave me advice how to manage my symptoms till they got the test results.	3 January 2024 at 19:39
Because Dr Mitchell is the best doctor i have ever had. He treats you like a person and knows who you are. Not just a name on a piece of paper. I've been with this surgery over 30 years. And there are and have been some good doctors. But I won't go anywhere else because off the level of care Dr Mitchell offers.	3 January 2024 at 17:26
Helpful staff	3 January 2024 at 17:02
Always get the help you need. Lovely, patient staff, nurses and doctors.	3 January 2024 at 16:41
Caring and efficient staff	3 January 2024 at 11:26
All the staff is professional and caring.	3 January 2024 at 10:40
Helpful and efficient and polite	3 January 2024 at 08:29
Never met my now G.P. Nice on 'phone. I haven't the patience to hold when ringing in to surgery, impossible, even when you get through to get any sense out of whatever is requested. Great diabetic nurse, Nicky King, when you can see her, not her fault.	2 January 2024 at 19:02
Dr Davis is an excellent doctor who gives her time to listen to all her patients.	2 January 2024 at 18:03
Always able to see GP if I need to. Great friendly practice.	2 January 2024 at 17:58
They are relatively easy to contact. You can usually get a face to face appointment, but may have to wait a while. The care they give is really good.	2 January 2024 at 14:05

144 Answered

25 Skipped