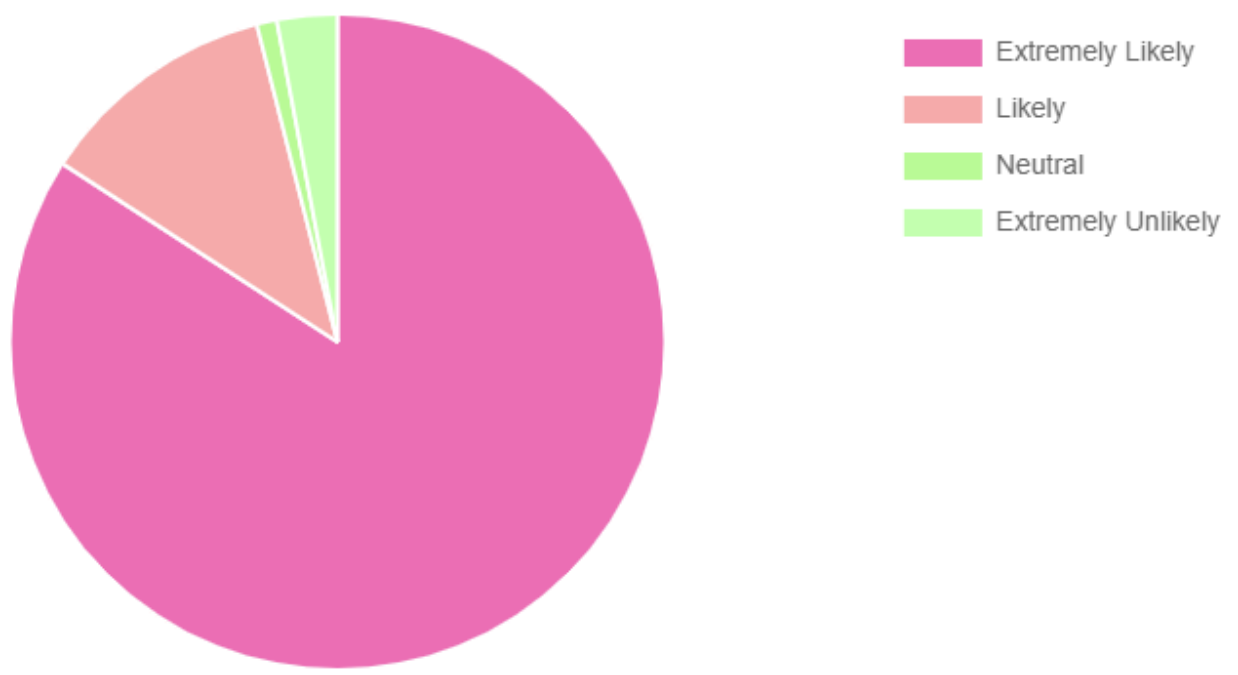


Beaufort Road Surgery FFT Survey Results: February 2024

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



ANSWERS		RESPONSES	
Extremely Likely		85%	134
Likely		12%	19
Extremely Unlikely		3%	4
Neutral		1%	1

158 Answered

2 Skipped

Please give the reason for your response:

ANSWERS	DATE
I was very pleased with the treatment I received	1 March 2024 at 09:48
I love this surgery and the staff but I wont recommend it as it's hard enough to get an appointment already these days. Sorry.	1 March 2024 at 08:33
Often find timely appointments. I don't feel rushed. Helpful staff	29 February 2024 at 20:19
Fairly easy to get a non urgent appointment and seen in an emergency even at Shelley Road Staff friendly	29 February 2024 at 19:47
Everyone is very helpful . I trust the doctors at this practice.	29 February 2024 at 19:26
Very professional, knowledgeable staff , no issues apart from car parking which is out of their hands.	29 February 2024 at 16:47
When you can get to see the doctor they listen are kind and explain what the problem may be.	29 February 2024 at 15:52
Always helpful receptionists when we phone. Prompt appointment if needed.A friendly environment.	29 February 2024 at 14:29
Always so helpful! Very appreciated. Thank you ?	29 February 2024 at 12:39
I attended the surgery and was seen by the nurse on time. She examined me and tried to book an appointment with the doctor. As she couldn't book one quite soon, she advised me to ask at reception. They booked me in 2 days later.	29 February 2024 at 11:08
Seen on time made to feel comfortable	29 February 2024 at 08:29
Proactive, friendly, professional, accessible. I think I that sums it up.	28 February 2024 at 14:29
No issues in getting an appointment when due. There wasn't any undue waiting time, in fact I didn't have to wait at all. Also the nurse was welcoming and professional in carrying out the test I needed. Thank you	28 February 2024 at 13:56
Pleasant friendly professional team.	28 February 2024 at 13:00
Lady was really friendly and put me at ease	28 February 2024 at 12:38
Lovely GPs.	28 February 2024 at 12:30
Friendly & efficient	28 February 2024 at 10:34
Very understanding of anxious patient, took time to answer queries. Rapid appointments. Grateful for late opening appointments for patients.	28 February 2024 at 08:33
Better than my previous GP	27 February 2024 at 14:11
Good GP practice, friendly reception staff which is so very important to patients.	27 February 2024 at 12:51
Punctual, friendly and efficient.	27 February 2024 at 12:00

ANSWERS	DATE
Always helpful and appointments quick.always been looked after very well.	27 February 2024 at 11:40
Short waiting times in phone calls & for actual appointments. Good quality care in appts	27 February 2024 at 09:29
Service excellent as always	27 February 2024 at 09:27
We can always get an appt with our named doctor. Receptionists are usually friendly and helpful. Good to see refurbishment to the building too.	26 February 2024 at 16:57
Our family Doctor Mitchell is marvellous . He always listens patiently and recommends tests or referrals when necessary . His diagnoses are accurate . We are always given a same day appointment when the need is urgent . For non urgent we wait up to three weeks for an appointment but that is fine as we prefer to wait to see our own family doctor in whom we have every confidence . We cannot speak highly enough of our wonderful doctor and the lovely kind nurses and receptionist team at the surgery . We are so blessed to have a first class community doctors surgery .	26 February 2024 at 12:58
Quick appointments with lovely nurse	26 February 2024 at 12:53
I good friendly service...unfortunately my other family members do not live locally	26 February 2024 at 12:44
They are kindly,caring and efficient	26 February 2024 at 12:34
All ways helpfull,	26 February 2024 at 12:03
Easy to book appointment. Arrived on time and seen promptly.	26 February 2024 at 11:32
Excellent care. Sound advice -and -time sufficient to ask questions ,	26 February 2024 at 10:34
From my own experience just an average practice that fortunately I don't need to use very often but when I do need an appointment then appointment waiting time is very long to see your GP.But I guess that's the same everywhere.	25 February 2024 at 10:28
Always receive exceptional care	23 February 2024 at 16:19
Amanda Jacoby is an amazing friendly GP	23 February 2024 at 12:28
Everyone was welcoming and very professional	23 February 2024 at 11:39
Quick easy blood test without having to go to the hospital	23 February 2024 at 10:33
Excellent service	23 February 2024 at 08:47
Happy with the service and professional way that I was delt with	23 February 2024 at 00:25
Very caring and efficient doctors. Dr Lina Davis is everything you expect from your doctor	22 February 2024 at 20:36
I have always found the staff & medical staff really helpful. They are always pleasant & will do what they can for you Thank you	22 February 2024 at 16:14

ANSWERS	DATE
Very friendly staff and good response	22 February 2024 at 15:24
I seem to obtain an appointment when necessary and am being followed up by a pharmacist without prompting.	22 February 2024 at 14:52
I found the diabetic nurse to be friendly and clear and concise in her communication! I felt relaxed and at ease with the nurse and she answered all my question's professionally! I felt well taken care of.	22 February 2024 at 14:29
Doctors been amazing	22 February 2024 at 11:42
I really dislike the new system of booking appointments...I don't wish to tell an admin person all my medical issues.I do not want to go to Shelley surgery and definitely do not wish to see a nurse practitioner. Today they had an extreme shortage if GPS which are maybe difficult to get.	22 February 2024 at 11:38
On time and no fuss	22 February 2024 at 11:18
The nurse who did my smear test was very sweet.	22 February 2024 at 09:05
Amazing and kind staff always	22 February 2024 at 08:59
Lovely friendly surgery. I have already recommended it to friends in the past.	21 February 2024 at 21:51
A personal experience, it feels caring & professional	21 February 2024 at 18:13
Doctors are very professional and caring.	21 February 2024 at 16:40
Great practice	21 February 2024 at 15:03
The doctor I see regularly always Very thoroughly checks my results and explains well what needs to happen and why. listens to me and Does not rush me x Is personable and kind. Would not recommend all though.	21 February 2024 at 12:37
My Doctor Absolutely Professional and very kind staff. Thank so Much.	21 February 2024 at 12:06
Friendly, helpful staff at reception, thorough, caring support from DrJacoby, and the nurse was very accommodating by fitting in my blood test to save me waiting for an hour. Very grateful to all with whom I came into contact today! Thank you.	21 February 2024 at 11:11
Saw Amanda today diabetic nurse for my review,all good ?	20 February 2024 at 21:57
Friendly and informative, but had to wait 1 month for an appointment.	20 February 2024 at 19:03
Excellent care and attention given by my DR , All staff I find helpful and welcoming.	20 February 2024 at 13:13
I have been a patient of this surgery on and off since I was born and wouldn't want to go anywhere else	20 February 2024 at 12:28
My appointment was on time, I felt listened to, and appropriate follow on tests were booked within a week	20 February 2024 at 11:36

ANSWERS	DATE
Professional and personal care. Clear explanations and our questions encouraged and answered fully. Reception staff very helpful on my urgent call Friday, appointments Friday and yesterday with Dr Brickwood, ECG yesterday . All done to the highest standards by very catering professionals. A big Thank You.	20 February 2024 at 10:03
Prompt and courteous service	19 February 2024 at 18:23
I attended my 1st appointment today as a new patient with Dr. Reynolds. Whilst the surgery is new to me , I was generally very impressed with the doctor and the staff on reception.	19 February 2024 at 17:58
Kind and helpful GP	19 February 2024 at 13:23
Excellent. The doctor I see doesn't rush you through your appointment and listens carefully to you and takes appropriate action.	19 February 2024 at 11:04
Always provide excellent healthcare	18 February 2024 at 10:03
I have always valued the excellent service I've experienced at the practice. The Doctors, nurses and Receptionists are always caring and helpful .	16 February 2024 at 18:43
Medical and admin staff are all helpful and friendly. When I really needed it, I have been given a same day appointment. Everyone is professional and although they must all be under enormous pressure, they are kind and I feel safe.	16 February 2024 at 14:36
The nurse was very helpful and friendly. She was able to answer all my questions in an authoritative manner in such that I was reassured by the answers.	15 February 2024 at 11:12
Very efficient friendly doctors	15 February 2024 at 10:18
Compassionate doctor, listened to me, had a good knowledge of services available, considered other diagnoses to the one I thought it might be.	15 February 2024 at 10:15
Quick appointment given. Very nice Dr with a "whole person" approach. Blood test organised instantly. Couldn't ask for more.	15 February 2024 at 08:46
Extremely helpful and pleasant always try to fit you in cannot fault them at all .	15 February 2024 at 08:30
Excellent staff and services Dr Davis took extra time and care with me and I felt really listened to and well supported.	15 February 2024 at 07:52
Able to get appointments, tries hard to give access tao services. Staff are always helpful and efficient	14 February 2024 at 21:12
On time meeting with Doctor and referral I asked for.	14 February 2024 at 13:55
Good, efficient service.	14 February 2024 at 08:28
Quick, efficient and friendly :)	13 February 2024 at 16:45
Blood test was very quick and painless.	13 February 2024 at 13:24

ANSWERS	DATE
Triage effectively Helpful	13 February 2024 at 13:09
Excellent friendly service from receptionist and nurse who carried out my blood test	13 February 2024 at 12:40
I have been a patient for 38 years and have found the service to be excellent. Both the Doctors and nurses are caring and professional.	13 February 2024 at 11:53
Always fast service and friendly	13 February 2024 at 10:39
Nice staff and gentle atmosphere, helps you to relax before see a doctor or nurse during what can be stressful times	13 February 2024 at 10:17
They were very helpful	13 February 2024 at 09:37
Always found the doctor and staff kind and considerate	13 February 2024 at 08:43
I have always found that the doctors are all invested in their patients best interest . They are also approachable and open to conversation that puts one at ease immediately.	13 February 2024 at 08:35
Lovely staff	12 February 2024 at 20:42
The nurse took my bloods without complication	12 February 2024 at 18:41
Very thorough and thoughtful	12 February 2024 at 16:46
Friendly staff and GPs Fairly short waiting times	12 February 2024 at 16:40
They are pro-active and well organised. I feel my doctor does know me	12 February 2024 at 16:26
Always seen quickly by an understanding GP who takes time and trouble to help	12 February 2024 at 15:14
The nurse was brilliant . Very good communication , explanation about my vaccination and was running on time The jabs were also painless . I managed to get my appointment on the same day as well	12 February 2024 at 13:22
Efficient, fast friendly service.	12 February 2024 at 12:19
Have been with this surgery for approximately 30 years My doctor at the moment is Dr Mitchel he treats you as a friend rather than a patient so I would not consider changing to a different surgery	12 February 2024 at 11:36
Appointments on time, helpful and sympathetic staff	12 February 2024 at 11:21
I find it very easy to use and the service is very good.	12 February 2024 at 11:21
My family has had good service from the doctors and receptionists	11 February 2024 at 11:33
Receptionist helpful on both initial call and in surgery. GP spent time listening. Did not feel rushed and felt confident that she was taking appropriate decisions	9 February 2024 at 17:33

ANSWERS	DATE
Friendly professional staff.	9 February 2024 at 12:13
Fast, efficient, friendly service from reception and exceptional response and care from the doctors.	9 February 2024 at 11:58
Very prompt service and friendly staff	9 February 2024 at 11:14
I have total confidence in the surgery I manage to see a DR or have phone conversations . I fell looked after.	8 February 2024 at 18:02
The nurse I saw for my shingles jab was very efficient and approachable. Nurse Shadbolt	8 February 2024 at 17:33
Very good service ,punctual and efficient.	8 February 2024 at 15:38
My doctor is Dr Brickwood who is very helpful and does listen to what you are actually saying I would recommend her to anyone	8 February 2024 at 12:37
Friendly, approachable nurse	8 February 2024 at 12:29
Took time. Transparent and empathic	8 February 2024 at 09:30
I have always found my doctor, Dr Davies, to be patient and willing to listen.	8 February 2024 at 06:02
I have no hesitation in recommending Dr Rebecca Brickwood at this practice. She is an extremely kind, caring and helpful GP.	7 February 2024 at 18:35
Ask me to do pic on my face and send to him but I was on front on my Gp why he can take a pic of my face	7 February 2024 at 17:03
Service could've better sometimes , but good today. Parking always terrible and people PARKING Specially in the drop off by the door , which people just use to park in even people without a blue badge!!	7 February 2024 at 12:45
Answer phones quickly Run on time Friendly	7 February 2024 at 12:20
My GP is very supportive, and informative	6 February 2024 at 17:02
Recently had a cyst removed from my head... Doctor and nurse were excellent,,no complaints. No bruising pain or any other side effects, great service I am very grateful. Indeed	6 February 2024 at 11:31
They are always friendly and Helpful. My Dr is really good and ready to listen.	6 February 2024 at 11:06
It's very helpful for me thank you	6 February 2024 at 08:51
Everyone is very caring and listens to what I have to say.	6 February 2024 at 07:27
Great gp practice. Lovely reception staff and my gp (Dr Mitchell) is fantastic.	5 February 2024 at 20:09
Good friendly service.	5 February 2024 at 16:45

ANSWERS	DATE
I wouldn't say extremely likely because you have to wait so long to see a GP. Then despite there being hardly anyone in the waiting room it's difficult to get a parking space and then you are kept waiting to see a nurse or GP. The diagnosis is generally sound though. I wouldn't think another surgery would be much different.	5 February 2024 at 16:40
I rang this morning and was lucky to get an appt this afternoon . Dr Mitchel.was very reassuring about my pain . He is an amazing Dr and you leave feeling that you've been listened to	5 February 2024 at 16:36
Away very friendly and helpful. Can get an appointment when I need it	5 February 2024 at 11:50
I have responded already to this survey. Prompt response to my e -request/referral. Advice given initially followed up by an appointment offered within a few days. Thank you	5 February 2024 at 11:48
Prompt response to my query, advice given & appointment offered within a short time scale. Thank you.	5 February 2024 at 11:42
I LOVE this Practice! I feel very lucky to be able to talk to/see/eConsult the doctors. They are all so kind and helpful. I have been with the surgery for 12 years and can't praise e wry one highly enough.	5 February 2024 at 11:18
My GP is always very thorough and gives me opportunities to express my view/concerns. Such a wonderful GP. I'm very grateful to have her.	5 February 2024 at 11:07
Always really helpful and efficient great service	5 February 2024 at 10:22
Very friendly, efficient and professional treatment	4 February 2024 at 19:32
Helpful	4 February 2024 at 11:48
Wasted journey when they could have called me instead of me going all the way to the surgery. I was told in August to make a blood test appointment to test my prostrate and also my cholesterol as I was on new medication. This is not the first time my wife and I have been disappointed by this surgery. We will be looking to change our surgery.	3 February 2024 at 18:49
Very friendly, efficient and polite	2 February 2024 at 13:35
Surgery is local, appointment wait times aren't too bad and the care is good.	2 February 2024 at 10:15
Likely to get an appointment the same day, if not at Beaufort then at Shelley manor. Doctors always professional and friendly. E-consultation good at reducing face-to-face appointments and always respond within 48 hours.	1 February 2024 at 13:42
Very reassuring and present.	1 February 2024 at 13:09
Always a pleasure to see Dr Rasool	1 February 2024 at 12:49
Dr Jacoby is always helpful and explains things well	1 February 2024 at 12:40
Dr. Brickwood was extremely helpful. Listened to all my concerns and my injuries. Took time to examine the wound and suggest a clear pathway to move forward.	1 February 2024 at 11:52

ANSWERS	DATE
Including referral to a specialist. I appreciate all she has done so far and I am confident in her assessments and ability.	
The staff are all very friendly and helpful. I always know I will be in good hands and receive good advice.	1 February 2024 at 10:40

141 Answered

19 Skipped

