

Tarbock Medical Centre

Profile Report
June 2024

About this report

The focus of this report is a profile of the comments received about Tarbock Medical Centre between May and June 2024. During this period, there were 163 comments shared by community members about the service.

All comments within the report are the actual words of the people who shared them and have not been changed.

Healthwatch will continue to work with Tarbock Medical Centre and would welcome any feedback relating to the information contained within this report and encourage them to utilise the Feedback Centre to provide responses to the reviews to create communication between the service and patients.

The following report provides detail across the key themes highlighted through patient feedback. It also provides information and comments that relate to the practice and gives a clear insight into levels of patient experience delivered by Tarbock Medical Centre.

There are some aspects and key themes coming through within the report that it will be important to work on with the practice, but overall the majority of comments received have been positive, with a particular appreciation for staff endeavouring to deliver an excellent service to patients.

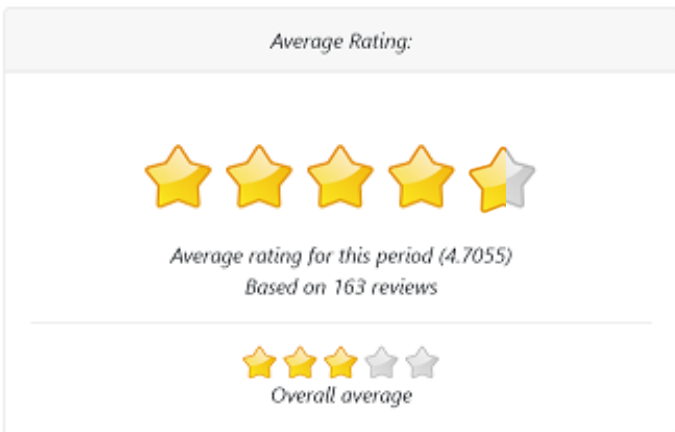
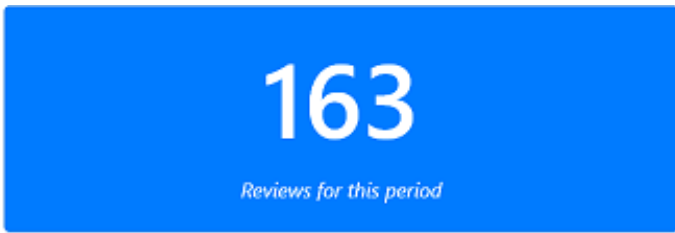
Feedback Centre

This report has been compiled using the Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to provide patient experience and feedback and rate the services that they use. Real time analysis of the feedback, enabling early identification of trends and issues is available through the system.



Snapshot

The image below shows that between May and June 2024, Healthwatch received 163 reviews about Tarbock Medical Centre. During this period the service has received an average rating of 4.7 stars (good/excellent). The individual ratings are 4 stars.



Average Individual Ratings

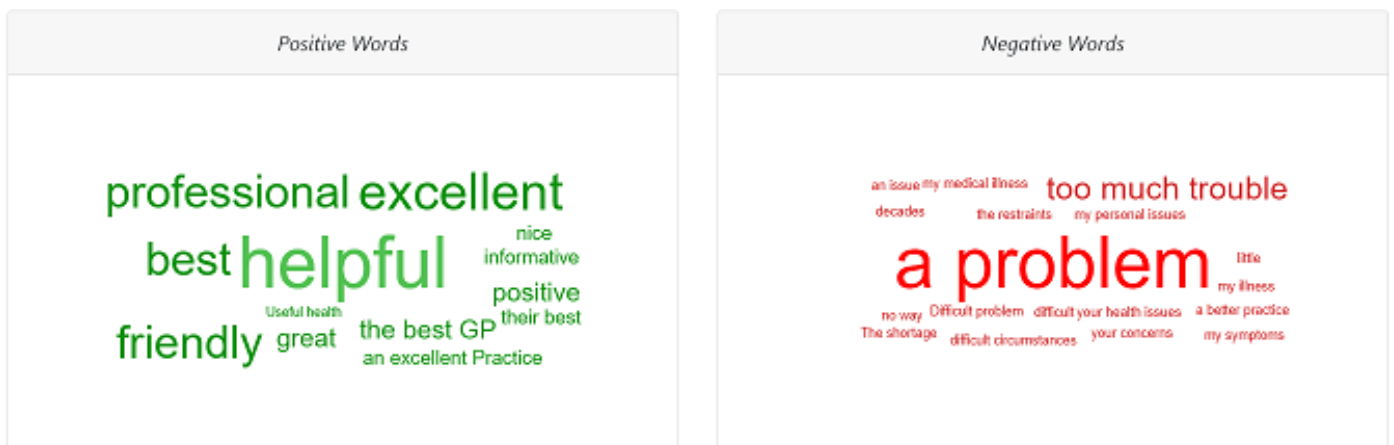
| | |
|---|-------|
| Quality of care based on 161 responses | ★★★★☆ |
| Quality of treatment based on 161 responses | ★★★★☆ |
| Staff based on 161 responses | ★★★★☆ |
| Cleanliness based on 162 responses | ★★★★☆ |
| Food & Drink (if applicable) based on 0 responses | ☆☆☆☆☆ |
| Communication based on 161 responses | ★★★★☆ |
| Discharge based on 130 responses | ★★★★☆ |
| Accessibility based on 158 responses | ★★★★☆ |
| Safety based on 158 responses | ★★★★☆ |
| Appointment (Waiting times) based on 159 responses | ★★★★☆ |

Sentiment

As well as providing an overall star rating which is based on the ratings given by local people, our Feedback Centre also uses sentiment technology, which looks at each piece of anonymous feedback shared and reviews the positive, negative and neutral sentiments. Analysis of this reporting period shows that comments overall are 78% positive, 8% negative, 6% neutral and 8% mixed (this includes comments that include both positive, negative and neutral).



The word clouds below highlight some of the most used phrases within the comments received, the most used positive word is 'helpful' and the most used negative words are 'a problem'.



Friends & Family

Within this period, patients were asked if they would recommend the service to their friends and family. 162 patients answered this question, with 137 people saying they would be extremely likely to recommend; 13 stating they would be likely to recommend; 6 stated neither; 4 said they would be unlikely to recommend; 1 person said they would be extremely unlikely to recommend and one person didn't know.



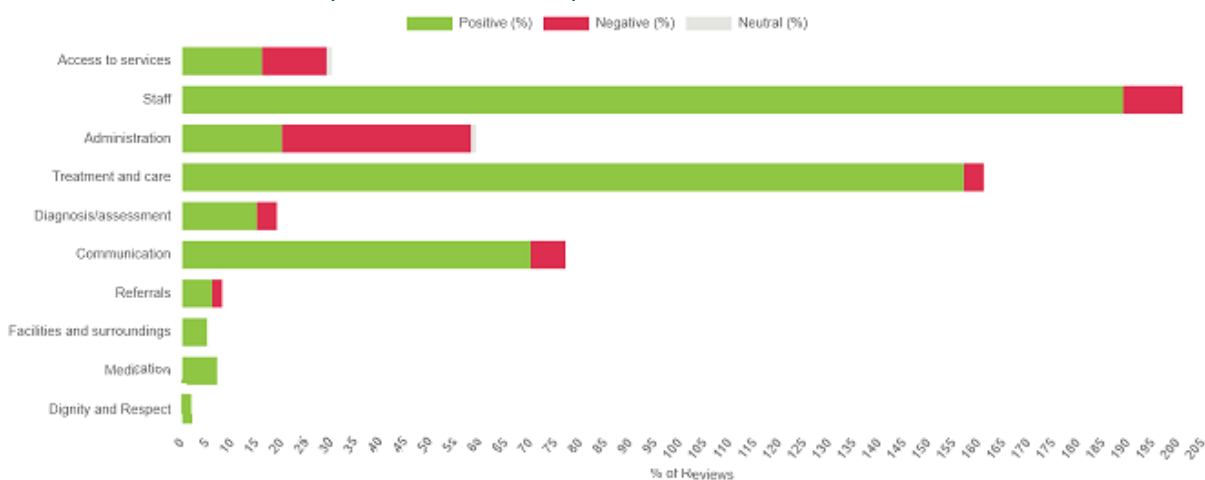
Key Themes

A number of key themes have been highlighted during production of this report where elements of the services have scored particularly well or not by respondents.

These include:

- Of 201 comments relating to staff 94% scored this **positively**
- Of 161 comments relating to treatment and care 98% scored this **positively**
- Of 77 comments relating to communication 91% scored this **positively**
- Of 30 comments relating to gaining access to the service 53% scored this **positively**
- Of 19 comments relating to diagnosis/assessment 75% scored this **positively**
- Of 59 comments relating to administration 64% scored this **negatively**

Please note comments may include multiple themes.



| Theme | Count | Positive | Negative | Neutral | Subthemes |
|---|-------|----------|----------|---------|---------------------------------|
| Access to services | 30 | 53% | 43% | 3% | Sub-Themes > |
| Staff | 201 | 94% | 6% | 0% | Sub-Themes > |
| Administration | 59 | 34% | 64% | 2% | Sub-Themes > |
| Treatment and care | 161 | 98% | 2% | 0% | Sub-Themes > |
| Diagnosis/assessment | 19 | 75% | 21% | 0% | Sub-Themes > |
| Communication | 77 | 91% | 9% | 0% | Sub-Themes > |
| Referrals | 8 | 75% | 25% | 0% | Sub-Themes > |
| Facilities and surroundings | 5 | 100% | 0% | 0% | Sub-Themes > |
| Medication | 7 | 100% | 0% | 0% | Sub-Themes > |
| Dignity and Respect | 2 | 100% | 0% | 0% | Sub-Themes > |

Sub-Themes

The sub-themes below highlight further detail about the responses received.

| Theme | Count | Positive | Negative | Neutral |
|---------------------------|-------|----------|----------|---------|
| Access to services | 30 | 53% | 43% | 3% |
| Lack of | 10 | 0% | 100% | 0% |
| Telephone Systems | 2 | 50% | 50% | 0% |
| Information and Advice | 4 | 100% | 0% | 0% |
| Telephone Appointments | 3 | 100% | 0% | 0% |
| Waiting times | 4 | 50% | 50% | 0% |
| Face to Face appointments | 3 | 67% | 0% | 33% |
| Use of digital services | 4 | 100% | 0% | 0% |
| Staff | 201 | 94% | 6% | 0% |
| Midwives | 1 | 0% | 100% | 0% |
| Clinician | 87 | 99% | 1% | 0% |
| Reception Staff | 21 | 76% | 24% | 0% |
| Attitudes | 91 | 96% | 4% | 0% |
| Training and development | 1 | 0% | 100% | 0% |
| Administration | 59 | 34% | 64% | 2% |
| Appointment availability | 33 | 39% | 61% | 0% |
| Booking appointments | 24 | 21% | 75% | 4% |
| Management of service | 2 | 100% | 0% | 0% |
| Treatment and care | 161 | 98% | 2% | 0% |
| Experience | 154 | 97% | 3% | 0% |
| Treatment Explanation | 7 | 100% | 0% | 0% |

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|------------------------------------|----|------|------|----|
| Diagnosis/assessment | 19 | 79% | 21% | 0% |
| Lack of | 1 | 0% | 100% | 0% |
| General | 9 | 67% | 33% | 0% |
| Tests/Results | 9 | 100% | 0% | 0% |
| Communication | 77 | 91% | 9% | 0% |
| General | 74 | 95% | 5% | 0% |
| Lack of | 3 | 0% | 100% | 0% |
| Referrals | 8 | 75% | 25% | 0% |
| General | 7 | 86% | 14% | 0% |
| Waiting times | 1 | 0% | 100% | 0% |
| Facilities and surroundings | 5 | 100% | 0% | 0% |
| Cleanliness (Environment) | 5 | 100% | 0% | 0% |
| Medication | 7 | 100% | 0% | 0% |
| Pharmacy Repeat Prescriptions | 1 | 100% | 0% | 0% |
| Medicines Management | 6 | 100% | 0% | 0% |
| Dignity and Respect | 2 | 100% | 0% | 0% |
| Death of a Service User | 1 | 100% | 0% | 0% |
| Involvement & Engagement | 1 | 100% | 0% | 0% |

Themes Identified

Treatment & Care:

This has been a highly rated theme with a majority of positive comments received, examples include:

“Every aspect of my concerns were carefully listened to and action was taken immediately. I couldn't ask for better treatment. Respectful and thorough.”

“They always do their best to support my needs whatever the problem.”

“During a recent bereavement I was given much needed help and support to get through a very difficult time. As a patient experience it was excellent and a tremendous help.”

“All most every time I have a problem. I come away satisfied all will be OK. And if am not I will ring back and it gets dealt with. All the staff are always smiling. Nothing is too big for them. Doctors and nurses you just feel like they are your friends.”

“Receptionists nurses and GPs have been attentive caring and compassionate in their care towards myself and family and are also supportive re mental and physical health issues. I have had other GPs in areas I have lived and can honestly say this practice goes above and beyond and involve you in decisions about your health with clear explanations.”

Staff:

Again another highly rated area has been staff, with people specifically mentioning how they have been supported and helped by staff within the surgery, examples of comments include:

“Dr Rashid is kind, polite, knowledgeable and brilliant. Both as a person and a doctor.”

“All the staff are extremely helpful and Doctor Rashid is wonderful.”

“The Doctors, support staff and clerical staff are excellent.”

“The doctors and staff at Tarbock Medical Centre go above and beyond for their patients. Dr Rashid is a gift from God. My dear Mum came to stay with me in 2021. During her stay with me I found out she was terminally ill with bowel cancer. Rashid made a very difficult situation a lot more easy for me to deal with. The care he gave my dear Mum was unbelievable, you would have thought she had been he's patient forever not three months. When my dear Mum passed away he even took the time to call me to offer his condolences. Dr Benoy is another brilliant doctor. I can honestly say when I phone the surgery, I know I will be taken care of. All of the staff are kind and caring. They're all a credit to their profession.”

Communication:

Patients have highlighted the importance of good communication and listening skills when attending appointments, this is an area that has been highly rated by patients:

“I rang surgery to follow up a referral for an x Ray on spine for Walton neuro. Surgery confirmed it had been action. The following day I had a missed call from surgery. Listened

to voice mail and it was Dr Price. He very kindly rang me, to inform me he had completed referral and explained the process if I hadn't heard back from hospital, with an appt. I was very impressed that Dr Price had taken the time to ring me, despite not having an appt. He also had a reassuring word that if I needed anything further, to ring the surgery. Thank you Dr Price. That meant a lot."

"She put me at ease told me everything I needed to know. Lovely Doctor."

"Doctor listened and examining. Gave diagnosis that was easy to understand."

Administration:

A key trend within patient comments around Primary Care services continues to be accessing and booking appointments, with people highlighting their frustrations when trying to access appointments, particularly the process of trying to get an appointment at 8am:

"Some appointments are made available 8am each day. I work late and wake up around 10am, getting an appointment (only available by telephone) is all but impossible."

"You can only book it on one day and you can't start until 08.00. Frequently you can't get through and when you do get through there are no appointments. You then have to repeat the process on the following day. It took me eight days before I managed to get an appointment. When you can get through the service is very good."

"Overall I am very happy with service I receive from the Doctors. I appreciate in this day and age it is difficult to have a face to face appointment when you feel particularly poorly and have difficulty getting through for an appointment. Having said that I am happy with call back service and have always been able to achieve a positive solution without the need to attend the surgery which suits me fine. In conclusion I am very happy with the service provided."

"Appointments are punctual and doctors and nurses are proactive compared to my previous experience. My only complaint is this 8.00 a.m. cut off time for appointments. I was under the impression this practise was stopping. It can be very difficult to get through to make an appointment."

Please be aware that when we receive low rated reviews or particularly negative reviews, we will contact the reviewer with information about raising their concerns with the Practice directly, as well as information about the Advocacy services within Knowsley to support any complaints relating to health care.

Summary

Healthwatch will continue to work with this service to look at supporting any recommendations following this report. We would welcome provider feedback relating to the information contained within this report and encourage the service to utilise the Feedback Centre to provide responses to the reviews to create communication between the service and patients.

Response from provider:

Tarbock medical Centre would like to thank all our patients in participating in this survey. Your feedback is important to us, and it gives our team great pleasure in receiving positive feedback from you. We try to reply to all our feedback received especially negative and we ask if you have any further concerns on the service, we provide to you please do contact the surgery to speak to the Practice Manager as your views matter to us and helps us to ensure we provide you with a high quality patient care.

Elaine Stockton
Practice Manager

Appendix 1 - Comments

| Service | Date | Rating | Title | Review |
|------------------------|---------------------|--------|--|--|
| Tarbock Medical Centre | 2024-05-14 07:19:07 | 3 | Not enough | 1st time pregnancy doctor had no clue what to do Midwife can't book times when I can attend it's to fit around her hasn't got time for questions or enquiries doesn't do regular tests. Can't make appointments for further dates just on the day |
| Tarbock Medical Centre | 2024-05-14 07:27:12 | 3 | Very lucky if you can get an appointment | Doctors are nice if you get to see them. Receptionists are very negative |
| Tarbock Medical Centre | 2024-05-14 07:40:54 | 2 | Hard to get appointments | Some appointments are made available 8am each day. I work late and wake up around 10am, getting an appointment (only available by telephone) is all but impossible. |
| Tarbock Medical Centre | 2024-05-14 07:49:08 | 2 | Left bemused after my visit | 8.30 appointment had two problems explained to the nurse sorry I can't help you with your other problem you have to come back next week, why Im just taking up another appointment Im here now, it took less than three minutes to diagnose my problem which left several minutes to check my other problem but she said I needed a double slot for her to check my other issue WHY I could have been checked right away |
| Tarbock Medical Centre | 2024-05-14 08:23:24 | 3 | Difficult access | Having chronic pain I receive little back up from surgery and have had to attend A E on several occasions |
| Tarbock Medical Centre | 2024-05-14 09:29:21 | 3 | Appointments not very good | I think it's ridiculous you can only book appointments on the day. Last time I called, at around 8.10/8.15am all the appointments had gone already, I asked if I could book one tomorrow and |

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| | | | | was told no, try the walk in, where I waited 6 hours!!! |
| Tarbock Medical Centre | 2024-05-14 09:52:00 | 2 | Never get fixed. | <p>I can get hospital appointment but gets cancelled. Had carpal tunnel since 2021 go on 27th June just to talk. I'm in agony. I've given up pestering reception. I get diagnosed with one thing to be told by another doctor it's unlikely I have what I have. I wait weeks for appointment. As I am so tired in morning. I ring and I am asked to hold the line while someone is at the desk. When I wait for my appointment which I wrote in my diary, but waited nearly an hour, when I go to the desk to ask, I'm told, "I'm on the phone " but I have to wait when I ring up. The NHS have been a shambles to me. I have friends who get well looked after and they laugh at me. I'm pretty brownd off with it. I had the same with (name omitted). 4 yrs of agony. Was looked at by one (omitted) doctor as if he'd just wiped me of his shoe. The only one who has helped me is Dr Benoye but she has been over ruled by what she diagnosed me with. I'm so tired, long before I had radiotherapy last August. Lots more. I will be taking it higher as I am not getting any younger, have worked all my life, can't be carrying on like this.</p> <p>Please note: This comment was archived as it identified a staff member</p> |
| Tarbock Medical Centre | 2024-05-15 08:36:23 | 3 | Referrals not made no communication | Referral requested in 2022 followed up in 2023 no referral was sent. Requested again in 2023 followed up in 2024 decisions made but not shared with myself. Recent support from a new doctor has been amazing. |
| Tarbock Medical Centre | 2024-05-14 06:35:35 | 5 | Always an excellent service | Always a quick response and very professional. Always feel heard and cared for |
| Tarbock Medical Centre | 2024-05-14 06:39:58 | 4 | Great when seen | The doctors, particularly Dr Rashid are great. The biggest problem I'd getting an appointment |
| Tarbock Medical Centre | 2024-05-14 08:00:44 | 4 | Difficult to get a pre booked appointment | I was told to pre book an appointment from my care giver on a planned visit. When I went to reception this wasn't possible. They couldn't offer a pre booked appointment so mixed communication from care giver to receptionist |

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| Tarbock Medical Centre | 2024-05-14 06:40:53 | 5 | Dr. Rashid is excellent | Cannot get a better gp than dr. Rashid, always seems to give you his full attention |
| Tarbock Medical Centre | 2024-05-14 06:41:08 | 5 | Dr .Rashid is magnificent | Dr Rashid is kind, polite, knowledgeable and brilliant. Both as a person and a doctor. |
| Tarbock Medical Centre | 2024-05-14 06:41:12 | 5 | I have always received excellent service and | All the staff are extremely helpful and Doctor Rashid is wonderful |
| Tarbock Medical Centre | 2024-05-14 06:42:04 | 5 | Very good experience. | The doctor was very good and referred me to Dermatology. |
| Tarbock Medical Centre | 2024-05-14 06:42:13 | 5 | This surgery is always helpful and polite | If you need an appointment they always try to find one for you |
| Tarbock Medical Centre | 2024-05-14 06:42:19 | 5 | Helpful and courteous | The staff are very helpful and keep in contact on a regular basis to keep me aware of available treatments |
| Tarbock Medical Centre | 2024-05-14 06:43:19 | 5 | Very empathic, caring do their best for you | The practice is approachable and caring. Very happy that the practice has not sold out to a larger group but maintains a personal service. More like the old fashioned family doctor. |
| Tarbock Medical Centre | 2024-05-14 06:43:47 | 5 | Always had a great service from all | Always been cared for and looked after by Doctor Rashid & Staff |
| Tarbock Medical Centre | 2024-05-14 06:44:01 | 5 | Superb in every way | The Doctors, support staff and clerical staff are excellent. |
| Tarbock Medical Centre | 2024-05-14 06:44:31 | 5 | Staff always helpful | Dr Rashid goes above and beyond for the care of his patients. Caring and always quick to let you know results. A credit to the surgery. |
| Tarbock Medical Centre | 2024-05-14 06:44:31 | 4 | Staff are very helpful. Doctors proactive | Appointments are punctual and doctors and nurses are proactive compared to my previous experience. My only complaint is this 8.00 a.m. cut off time for appointments. I was under the impression this practise was stopping. It can be very difficult to get through to make an appointment. |
| Tarbock Medical Centre | 2024-05-14 06:44:34 | 5 | Always listen to you | From reception to gp's the service is excellent you are listened to and treated with respect |
| Tarbock Medical Centre | 2024-05-14 06:44:41 | 5 | Fantastic Surgery - Brilliant Dr Rashid | Dr Rashid and Team are an excellent practice - I have been with Tarbock Medical Centre all my life - Dr O'Mara delivered me at home 66 years ago |
| Tarbock Medical Centre | 2024-05-14 06:44:56 | 5 | Advice over blood pressure. | Recently had a bout of Mumps, resulting in my blood pressure being |

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| | | | | raised. Had excellent care and advice. Superb G.P. practice. |
| Tarbock Medical Centre | 2024-05-14 06:45:14 | 5 | Staff friendly and competent | Staff always good at listening. Always do their best for you |
| Tarbock Medical Centre | 2024-05-14 06:45:15 | 5 | The practise is polite and Dr Rashid is excellent | Every aspect of my concerns were carefully listened to and action was taken immediately. I couldn't ask for better treatment. Respectful and thorough. |
| Tarbock Medical Centre | 2024-05-14 06:45:28 | 5 | Very efficient & well trained staff | Dr Rashid is a very caring Doctor who does everything he can to help his patient, & staff are very personable |
| Tarbock Medical Centre | 2024-05-14 06:45:49 | 4 | Blood Pressure | Was initially discouraged from talking about other problems but doctor intervened and sorted issues |
| Tarbock Medical Centre | 2024-05-14 06:46:00 | 5 | Excellent practice | Always able to get an appointment, I've met lovely doctors, nurses and office staff |
| Tarbock Medical Centre | 2024-05-14 06:46:17 | 5 | Approachable, efficient and caring | The receptionist's nurses and GPs are very helpful, pleasant and sort things out quickly. Love the friendly texts especially from Dr Rashid. Makes me feel cared for. Thank you |
| Tarbock Medical Centre | 2024-05-14 06:46:39 | 5 | The best care and consideration | Not only from the GP 's but staff too |
| Tarbock Medical Centre | 2024-05-14 06:47:35 | 5 | The whole team are always professional | An excellent team, it is always obvious that a great team has to be led by a great leader. Dr Rashid is the most professional, caring and perfect gentleman you could ever wish to meet. I am very lucky to have met him several times |
| Tarbock Medical Centre | 2024-05-14 06:47:44 | 5 | Superb throughout | Excellent Doctors and support and clerical staff |
| Tarbock Medical Centre | 2024-05-14 06:47:53 | 5 | Quick and staff are great | The only issue is the appointment process ring at 8 am and sometimes all the appointments are gone |
| Tarbock Medical Centre | 2024-05-14 06:47:54 | 5 | Excellent Care | The Doctors and all staff have always made it a positive experience |
| Tarbock Medical Centre | 2024-05-14 06:48:14 | 5 | Excellent treatment | Doctor's and staff always listen and take your views into account |
| Tarbock Medical Centre | 2024-05-14 06:48:28 | 5 | Good | Good |

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| Tarbock Medical Centre | 2024-05-14 06:48:53 | 5 | Superb service and professional staff | Easy to talk to Doctor, so professional and immediately puts you at ease. |
| Tarbock Medical Centre | 2024-05-14 06:49:15 | 5 | Very professional service | For more common ailments, you can see the prescribing nurse very easily. Getting a GP appointment can be a bit of a phone call lottery. I have always managed on the odd occasion to get an appointment. |
| Tarbock Medical Centre | 2024-05-14 06:49:20 | 4 | Always try and help with appointments | I always seem to be ok with appointments. |
| Tarbock Medical Centre | 2024-05-14 06:49:31 | 5 | Fantastic surgery, caring doctors and staff | I have been with Tarbock MC for a while now after changing surgeries and it was the best decision I ever made. Never a problem getting an appt (as long as you call dot on 8am) but that applies to most surgeries. Caring doctors and experienced and compassionate receptionists. Dr Rashid is the most caring and dedicated doctor I have ever experienced and nothing is ever too much trouble for him. |
| Tarbock Medical Centre | 2024-05-14 06:49:43 | 5 | Excellent service | They always do their best to support my needs whatever the problem |
| Tarbock Medical Centre | 2024-05-14 06:50:40 | 5 | Very helpful and supportive | During a recent bereavement I was given much needed help and support to get through a very difficult time. As a patient experience it was excellent and a tremendous help. |
| Tarbock Medical Centre | 2024-05-14 06:50:41 | 5 | The best Dr\'s Surgery I know | Dr Rasheed and his team are by far the best team I have ever been treated by. Dr Rasheed knows everyone by name he is always friendly kind and above all a professional Doctor |
| Tarbock Medical Centre | 2024-05-14 06:50:46 | 5 | First class | First class care delivered with empathy amazing practice Dr Rashid is simply the best GP I have ever had |
| Tarbock Medical Centre | 2024-05-14 06:51:02 | 4 | Great practice | The doctors are really caring and helpful as are the practice nurses. Reception staff are great too but with some exceptions. |
| Tarbock Medical Centre | 2024-05-14 06:51:18 | 5 | 5 star patient care | Receptionists nurses and GPs have been attentive caring and compassionate in their care towards myself and family and are also supportive re mental and physical health issues. I have had other GPs in areas I have lived and can honestly say this practice goes above and beyond |

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| | | | | and involve you in decisions about your health with clear explanations |
| Tarbock Medical Centre | 2024-05-14 06:51:24 | 5 | When I need appointment one | My personal feeling I'm Lucky to have a doctors as good as ours are and surgery runs well. |
| Tarbock Medical Centre | 2024-05-14 06:51:29 | 5 | Dr Rashid cates about patient | Dr Rashid always provides professional and quick response to my medical conditions. |
| Tarbock Medical Centre | 2024-05-14 06:51:48 | 5 | Friendly knowledgeable and caring staff | I have had nothing but positive experiences with the staff at Tarbock MC, it is an excellent practice. |
| Tarbock Medical Centre | 2024-05-14 06:53:40 | 5 | Staff always helpful | Doctor and staff very experienced in all aspects |
| Tarbock Medical Centre | 2024-05-14 06:54:07 | 5 | Excellent service | I have been a patient with the practice for over 30 years and have nothing but praise for all concerned . |
| Tarbock Medical Centre | 2024-05-14 06:54:11 | 5 | Positive experience | Dr Rashid one of the best Gp's. Reception staff always polite and helpful |
| Tarbock Medical Centre | 2024-05-14 06:55:17 | 5 | Excellent service | Whenever I have needed to use this service they have been very helpful, considerate and efficient |
| Tarbock Medical Centre | 2024-05-14 06:55:24 | 5 | Amazing staff | Every time I have called dealt with quickly and pointed in the right direction |
| Tarbock Medical Centre | 2024-05-14 06:55:27 | 5 | Always an amazing experience | All staff are so friendly and helpful cannot recommend enough |
| Tarbock Medical Centre | 2024-05-14 06:55:38 | 5 | Fantastic practice | This is the best doctor's surgery I have ever known. Dr Rashid is an excellent doctor who treats his patients with kindness and understanding and really seems to care. I feel lucky to be under the care of this practice. |
| Tarbock Medical Centre | 2024-05-14 06:56:24 | 5 | It's a very professional service. | Staff are friendly and helpful. The doctors and nurses are very approachable and informative. |
| Tarbock Medical Centre | 2024-05-14 06:56:24 | 5 | Amazing GP practice | Dr Rashid and Dr Benoy are two of the most compassionate GPs I have experienced. They are always there to offer reassurance and knowledge no matter what the issue is |
| Tarbock Medical Centre | 2024-05-14 06:56:47 | 5 | Brilliant | Always looked after from start to finish |
| Tarbock Medical Centre | 2024-05-14 06:57:23 | 5 | DR Rashid and all of the staff are excellent | Doctor Rashid and his staff have always provided me with compassionate, caring, supportive and excellent service. The practice is very well run. |

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| Tarbock Medical Centre | 2024-05-14 06:52:16 | 5 | Very helpful | Always very helpful and polite nurses and always seen on time. The surgery is clean and tidy. |
| Tarbock Medical Centre | 2024-05-14 06:58:37 | 4 | Adequate | Doctor Rashid is extremely friendly and seems to work nonstop. I've received communications from him at 9pm in the past. However, the reception staff come across very short and unenthusiastic. Also they do not send Letters /Documents out and instead have to be collected from the practice which seems somewhat dated. |
| Tarbock Medical Centre | 2024-05-14 06:59:20 | 5 | Very Good . | We are very happy with our Doctor who we have been with for many years Also reception and all staff are always polite and very pleasing |
| Tarbock Medical Centre | 2024-05-14 06:59:35 | 5 | Quick responses | Always informative. Quick with results. Quick with prescription requests |
| Tarbock Medical Centre | 2024-05-14 06:59:42 | 5 | All staff very friendly and yet professional | I had a fall shortly after moving into the area. Dr Rashid called me up every week to see how I was doing. I really thought that was above and beyond |
| Tarbock Medical Centre | 2024-05-14 07:48:36 | 5 | I've never had any issues | Friendly and pleasant doctors and medical staff |
| Tarbock Medical Centre | 2024-05-14 07:44:56 | 5 | Lovely staff | All staff at Tarbock medical centre are great, always do what they can to help sort out things, our Drs are really good and the service is very good |
| Tarbock Medical Centre | 2024-05-14 06:59:44 | 5 | Communication service | Through consultation informative approach staff |
| Tarbock Medical Centre | 2024-05-14 06:59:48 | 3 | Appointments with Doctors are so difficult to | My son had a large build-up of wax in his ears which the practice nurse had already verified in a previous appointment. We followed her advice & tried recommended ear drops & were told to make an appointment with the doctor if nothing changed over 2 weeks. When we tried to call and make the appointment, we were triaged away by the receptionist as usual. Completely unhelpful. We ended up paying £80 privately for micro suction. My son can now hear & has no more pain / discomfort but would have continued to suffer if we hadn't paid the £80. Frustrating that more effort goes into blocking appointments than improving the patient experience |

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| Tarbock Medical Centre | 2024-05-14 07:30:28 | 5 | Brilliant Service | Dr Rashid at team offer a brilliant GP service. They are extremely caring and supportive and most importantly listen to the patient |
| Tarbock Medical Centre | 2024-05-14 07:00:10 | 5 | No Complaints | There is no way you could ever have a bad word about any aspect of Tarbock Medical Centre. Brilliant service ever time in every way |
| Tarbock Medical Centre | 2024-05-14 06:59:52 | 5 | Helpful, respectful available | Mostly as a part I get good service |
| Tarbock Medical Centre | 2024-05-14 06:59:55 | 5 | Everything explained properly | Everything was ok |
| Tarbock Medical Centre | 2024-05-14 07:43:06 | 4 | Provide a professional friendly service . | I can only comment on routine GP appointments, professional and friendly considering the restraints on the NHS. Speedy response to blood tests. |
| Tarbock Medical Centre | 2024-05-14 07:29:50 | 5 | Always able to get an appointment | Polite, helpful staff who answer the phone. You don't have to wait for long before your call is answered. If a problem is found, then the referral is made straight away. |
| Tarbock Medical Centre | 2024-05-14 07:01:06 | 5 | Really lovely helpful staff, excellent care. | Brilliant, so lucky to have such a great team. Dr Rashid is tremendous and the reception staff are really lovely. Can really be relied on for help. Thank you all very much. |
| Tarbock Medical Centre | 2024-05-14 07:01:11 | 4 | Lack of empathy by receptionist | On 2 occasions recently I have had to ring for an appointment. After 61 attempts I spoke with a receptionist, I was trying to answer her questions regarding the reason for the Drs appointment but found her flippant and interrupting my answers. I became upset because I felt I was wasting her time and she was rushing me for an answer. I understand other people are probably trying to get through but please show some empathy when dealing with someone who is anxious and concerned for their loved one. |
| Tarbock Medical Centre | 2024-05-14 07:01:47 | 4 | Satisfactory and efficient | Always receive the attention I need |
| Tarbock Medical Centre | 2024-05-14 07:02:03 | 5 | I've always found staff courteous polite and | All staff polite and helpful |
| Tarbock Medical Centre | 2024-05-14 07:02:16 | 5 | Great service and advice | Appointments are available fairly quick. I had antibiotics the same day after a phone consultation great service |

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| Tarbock Medical Centre | 2024-05-14 07:05:14 | 4 | Dealt with my illness very quickly | Fast response to my medical illness, didn't have to wait long to hear back. |
| Tarbock Medical Centre | 2024-05-14 07:06:48 | 5 | Stubborn Chest infection | Difficult problem to shift, however again a positive response from Dr Rashid. |
| Tarbock Medical Centre | 2024-05-14 07:09:27 | 5 | Excellent service | From office, nurses and doctors, the service is next to none |
| Tarbock Medical Centre | 2024-05-14 07:10:08 | 5 | Excellent service. | You can always get an appointment, if not face to face, a telephone consultation. The receptionists are lovely and go above and beyond their job. Doctors listen with interest and are happy to help. |
| Tarbock Medical Centre | 2024-05-14 07:10:14 | 5 | Poor mental health | Dr Rashid has really help me by being available and listening. He also directed me to other NHS partners for ongoing therapy. |
| Tarbock Medical Centre | 2024-05-14 07:10:42 | 5 | Always a very good experience | Always get an appointment face to face or telephone reception Always helpful |
| Tarbock Medical Centre | 2024-05-14 07:11:24 | 5 | Felt I could rely on my GP | Dr Rashid is the best GP he always makes you feel listened too, and confident he will sort your health issues as best as he can. |
| Tarbock Medical Centre | 2024-05-14 07:12:00 | 4 | Caring, considerate and understanding. | I have been with Tarbock medical centres for decades. The receptionists are always helpful and Dr Rashid is an excellent listener. The only down side is the shortage of available appointments especially if it's an urgent appointment. I do understand however that this is a difficult time for all medical services and availability of resources. Other than that I would highly recommend this practise. |
| Tarbock Medical Centre | 2024-05-14 07:13:27 | 5 | Excellent Service | Great service is always provided, Dr Rashid is amazing and always gives the best care along with the other Doctors and Nursing staff |
| Tarbock Medical Centre | 2024-05-14 07:20:28 | 5 | A good friendly and caring service | I have always been treated with respect |
| Tarbock Medical Centre | 2024-05-14 07:24:26 | 5 | Fabulous service | Apart from the appointment system the surgery is excellent. |
| Tarbock Medical Centre | 2024-05-14 07:24:31 | 5 | Doctors, staff. Go beyond their capabilities | All most every time I have a problem. I come away satisfied all will be OK. And if am not I will ring back and it gets dealt with. All the staff are always smiling. Nothing is too big for them. |

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| | | | | Doctors and nurses you just feel like they are your friends. |
| Tarbock Medical Centre | 2024-05-14 07:24:53 | 5 | A good friendly and caring service | I have always been treated with respect |
| Tarbock Medical Centre | 2024-05-14 07:31:37 | 5 | Excellent service from all staff. | Dr Rashid works tirelessly for his patients, as do all of the staff, and the care and service from them all, despite difficult circumstances, is first class. |
| Tarbock Medical Centre | 2024-05-14 07:34:55 | 4 | I had high blood pressure which is now under | Nurse prescribed medication and advised life changes. Follow up visits and checks resulted in a change in medication which did the trick |
| Tarbock Medical Centre | 2024-05-14 07:37:43 | 5 | Reliable, great customer service, caring | I am always listened to and helped with my personal issues, friendly, caring every time |
| Tarbock Medical Centre | 2024-05-14 08:03:40 | 5 | Excellent doctor friend staff | I have been at the practice for almost 30 years and I have always felt comfortable doing to see the doctor/nurse for appointments Well cared for and well looked after by everyone at the practice |
| Tarbock Medical Centre | 2024-05-14 08:05:22 | 5 | Always helpful and understanding and excellent | As above every time I have needed it. |
| Tarbock Medical Centre | 2024-05-14 08:05:41 | 4 | Good service | Have only accessed care twice since being a patient. First time was for my smear and I felt very valued and looked after. Second was for chest pains but it was almost impossible to get an appointment and then I felt like I was wasting staff time by doing so even though I don't abuse the care system in place. Finally managed to get an appointment and was seen but I'm not sure whether it's because the patient list has expanded since my first appointment and care is not as outstanding as previous or whether staff genuinely believed my illness was not worth me asking for an appointment. |
| Tarbock Medical Centre | 2024-05-14 08:06:11 | 5 | Great Staff, friendly helpful and caring. | Always treated with care and respect |
| Tarbock Medical Centre | 2024-05-14 08:11:12 | 5 | Good | Everyone is nice |
| Tarbock Medical Centre | 2024-05-14 08:12:48 | 5 | Speedy results | Appreciate the quick replies by text to confirm test results |

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| Tarbock Medical Centre | 2024-05-14 08:20:14 | 5 | Best GP | Best GP practice, Dr Rashid cares about his patients and goes above and beyond. |
| Tarbock Medical Centre | 2024-05-14 08:24:26 | 5 | Excellent practice but not perfect. | Generally, very good but not told about a diagnosis and a couple of differences of opinion. Would give 4.5 rating |
| Tarbock Medical Centre | 2024-05-14 08:45:49 | 5 | Excellent Care | I always feel listened too. & I'm given the greatest of care |
| Tarbock Medical Centre | 2024-05-14 08:49:42 | 5 | Helpful, kind and attractive | Every time I visited the surgery I find kindness and helpfulness. |
| Tarbock Medical Centre | 2024-05-14 08:50:51 | 5 | Professional and welcoming | Very professional, welcoming and caring |
| Tarbock Medical Centre | 2024-05-14 08:53:40 | 5 | Highly recommend this practice as a whole | Clean modern facility. Helpful and courteous reception staff. Nurses and ANP are fantastic. Dr Rashid is the best GP I have had. |
| Tarbock Medical Centre | 2024-05-14 08:55:37 | 5 | Proactive approach to care management. | Good and regular communication with patients. Good links with local hospital outpatient departments for arranging tests and clinics. Friendly staff. Useful health check appointments at the surgery. |
| Tarbock Medical Centre | 2024-05-14 08:59:10 | 5 | Always helpful, friendly, caring and efficient | At 44 I had a life changing condition, the surgery had supported me though every step of the way on my recovery journey. I cannot thank everyone enough for the kindness and compassion I have been shown alongside excellent clinical support. |
| Tarbock Medical Centre | 2024-05-14 09:12:11 | 5 | It's clean staff are helpful and Doctors are | I haven't had any issues at all. |
| Tarbock Medical Centre | 2024-05-14 09:55:53 | 4 | Always try and help with appointments | I always seem to be ok with appointments. |
| Tarbock Medical Centre | 2024-05-15 09:36:30 | 4 | It's difficult at times to get an appointment | Treated very well by doctors and nurse. Everything explained to me. |
| Tarbock Medical Centre | 2024-05-15 10:36:05 | 5 | Excellent service | Can usually get a doctor on the day. Dr Rashid is the best doctor I have ever uncounted. Nurses and staff are also excellent. Reception is always helpful. Can't find one thing wrong. |
| Tarbock Medical Centre | 2024-05-14 09:47:43 | 5 | Staff are so nice and helpful | The only thing they can improve is more appointments available every day |

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| Tarbock Medical Centre | 2024-05-14 09:39:48 | 5 | Professional efficient friendly | Easy to get appointments and fully explained problems and cures or treatments. |
| Tarbock Medical Centre | 2024-05-14 09:16:51 | 5 | Dr Rashid is very good! | I have recently been very ill. I had moved house just before so, I was a new patient at Tarbock Medical Centre. My experience of the care there is excellent. Dr Rashid is very good and exceptionally helpful. I feel lucky to be under his care! |
| Tarbock Medical Centre | 2024-05-15 10:32:13 | 4 | Courteous, efficient, professional caring | Only negative is the 8am rat race for appointments which discriminates against vulnerable patients massively and dangerously. In fairness I don't know how getting an appointment works for people presenting at the surgery in person. |
| Tarbock Medical Centre | 2024-05-14 09:17:03 | 5 | Dr Rashid is nothing short of a superhero | Is always where when you need him and nothing is ever too much trouble. |
| Tarbock Medical Centre | 2024-05-14 09:23:29 | 5 | Very Good . | We are very happy with our Doctor who we have been with for many years Also reception and all staff are always polite and very pleasing |
| Tarbock Medical Centre | 2024-05-14 09:26:41 | 5 | Caring and Professional | Been with this Surgery for 40yrs+ and always found Doctors and all staff Professional |
| Tarbock Medical Centre | 2024-05-15 08:28:19 | 5 | Excellent Care and professional | Dr Rashid and his staff provide the best health care. You are listened to and treated with kindness and understanding. Then being given excellent medical advice or referred to the relevant service with speed. The surgery is managed well and is always clean and welcoming. I am totally happy with all that Tarbock Medical offer |
| Tarbock Medical Centre | 2024-05-14 10:21:30 | 5 | Amazing as usual | Nurse who took my bloods was so gentle and very patient. My veins aren't good but she managed first time. |
| Tarbock Medical Centre | 2024-05-15 07:34:52 | 5 | The medical care is outstanding! | The doctors listen to your concerns. I always feel that they care about you. Results are given to you via text for bloods and the outcome of what is needed. I would however say the attitude of administration staff could be improved. When you call sometimes it's like they are doing you a favour. 'this once I will do it'. This really is an area of improvement you are dealing with patients, and it can be extremely |

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| | | | | frustrating trying to get an appointment or sort a prescription and met with this. |
| Tarbock Medical Centre | 2024-05-15 02:29:41 | 1 | It's terrible waiting for appointments | My diabetes is very high and I have been waiting three weeks now to get an appointment |
| Tarbock Medical Centre | 2024-05-14 10:35:54 | 5 | Caring | Called into appointment on time - put at ease and listened to and explained problem and prescription issued |
| Tarbock Medical Centre | 2024-05-15 07:04:00 | 4 | Generally this practice is great | However, it is difficult to get appointments particularly for preventive reasons i.e. your not so ill you need to be off school or work. I think the GPs need to undertake menopause training as the dealing of my symptoms has been abysmal. 4 referrals like a wild goose chase |
| Tarbock Medical Centre | 2024-05-15 01:20:32 | 2 | Appointment system | The appointment system is completely ridiculous! Everyone is told to ring at 8am which means it is nigh on impossible to get through. If you are lucky enough to secure an appointment, when you arrive in the waiting room you're usually the only person there! The whole thing feels like you're competing in some kind of strange game show. Also the receptionists are not the most welcoming on the whole. The only saving grace at Tarbock medical centre is the excellent Dr Rashid. |
| Tarbock Medical Centre | 2024-05-14 11:52:16 | 5 | Helpful receptionist, GPs are all excellent. | Dr Benoy and Dr Rashid have both stepped in at times when my family has needed help - mental health and physical both. They have gone the extra mile in giving a bit of time in consultations, remembering who we are and our history and providing a personal touch. Friendly and approachable. I couldn't ask for a better practice. |
| Tarbock Medical Centre | 2024-05-15 08:43:28 | 5 | Kind and caring staff. | The doctors and staff at Tarbock Medical Centre go above and beyond for their patients. Dr Rashid is a gift from God. My dear Mum came to stay with me in 2021. During her stay with me I found out she was terminally ill with bowel cancer. Rashid made a very difficult situation a lot more easy for me to deal with. The care he gave my dear Mum was unbelievable, you would have thought she had been he's patient forever not three months. When |

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| | | | | my dear Mum passed away he even took the time to call me to offer his condolences. Dr Benoy is another brilliant doctor. I can honestly say when I phone the surgery, I know I will be taken care of. All of the staff are kind and caring. They're all a credit to their profession. |
| Tarbock Medical Centre | 2024-05-15 08:50:01 | 4 | Excellent service | I receive updates on test carried out only issue is getting an appointment |
| Tarbock Medical Centre | 2024-05-15 09:09:10 | 5 | Excellent | Very good experience. Excellent service |
| Tarbock Medical Centre | 2024-05-15 09:04:56 | 5 | Great service and availability | Helpful friendly staff with great people skills. I've never had an issue with being seen or called back with advice. Over the years this has remained an excellent doctors practice. Well done, thumbs up from me. |
| Tarbock Medical Centre | 2024-05-15 09:05:36 | 5 | Good availability | My last contact was by NHS app email re a prescription. Communication, which I feel is essential, was excellent and enabled a problem to be resolved quickly. I'm grateful to be at this Dr's practice. |
| Tarbock Medical Centre | 2024-05-15 09:42:54 | 5 | Polite carering staff and Drs | Dr Rashid is a very polite understanding carering Dr I am very confident after speaking to him regarding my illness and reseptionists are very helpful |
| Tarbock Medical Centre | 2024-05-15 09:57:37 | 5 | Excellent service from the doctors | Overall I am very happy with service I receive from the Doctors. I appreciate in this day and age it is difficult to have a face to face appointment when you feel particularly poorly and have difficulty getting through for an appointment. Having said that I am happy with call back service and have always been able to achieve a positive solution without the need to attend the surgery which suits me fine. In conclusion I am very happy with the service provided. |
| Tarbock Medical Centre | 2024-05-15 12:59:23 | 5 | Friendly caring | Very friendly staff and reassuring. |
| Tarbock Medical Centre | 2024-05-15 10:01:56 | 5 | Dr Rashid is a fantastic doctor | Patch's, really efficient system. Use it all the time and on behalf of my family too. All the staff really helpful. Dr. Rashid is an excellent doctor. |

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| Tarbock Medical Centre | 2024-05-15 10:02:13 | 5 | I have had no trouble at all | I fortunately have had little experience. But the few times I've been has been very good |
| Tarbock Medical Centre | 2024-05-15 10:44:33 | 5 | First Class Doctors and Staff | The service of the Centre overall is outstanding |
| Tarbock Medical Centre | 2024-05-15 12:45:44 | 4 | Getting a GP appointment is not easy. | You can only book it on one day and you can't start until 08.00. Frequently you can't get through and when you do get through there are no appointments. You then have to repeat the process on the following day. It took me eight days before I managed to get an appointment. When you can get through the service is very good. |
| Tarbock Medical Centre | 2024-05-15 11:58:00 | 5 | The practice are caring and responsive . | The doctors and clinical staff generally give you time to express your concerns and worries and discuss ways forward. |
| Tarbock Medical Centre | 2024-05-15 11:02:30 | 5 | A lot of conditions | Polite professional |
| Tarbock Medical Centre | 2024-05-15 10:55:26 | 5 | Excellent medical centre | Nothing is too much trouble for Dr Rashid and staff. All Doctors, Nurses and staff always friendly and helpful. |
| Tarbock Medical Centre | 2024-05-15 04:37:41 | 5 | Always very helpful and understanding | Good |
| Tarbock Medical Centre | 2024-05-15 04:46:36 | 5 | Very good staff can be very helpful if needed | Just came out of hospital after having my gallbladder removed and .was concerned about my wound need to speak to the doctor and he rang me that same afternoon and was very helpful |
| Tarbock Medical Centre | 2024-05-15 05:09:23 | 5 | Diabetic review | Nurse was lovely and explained everything and why it was being done. |
| Tarbock Medical Centre | 2024-05-15 05:38:55 | 5 | Excellent surgery | Always get appointment, staff friendly and helpful Dr Rashid and other doctor are brilliant |
| Tarbock Medical Centre | 2024-05-15 08:44:37 | 5 | Efficient , thorough, friendly amazing gp | Dr Rashid is amazing and all the staff are so efficient. We left Aston healthcare to go to Yarborough medical centre and never looked back. This is how gp surgery should be run and this should be an example to all practices in the future |
| Tarbock Medical Centre | 2024-05-15 09:19:33 | 5 | Excellent care and attention | Patients are treated respectfully and kindly by the doctors, nurses and office staff. Doctor Rashid and the female Doctor (sorry I can't remember her name) are brilliant; they listen carefully and patiently before giving a diagnosis. |

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| | | | | We are lucky to have two of such excellent physicians taking care of us. |
| Tarbock Medical Centre | 2024-05-15 09:55:51 | 5 | Professional | Doctors are excellent, actually take the time to listen |
| Tarbock Medical Centre | 2024-05-17 07:31:41 | 5 | Excellent service from empathetic doctors and | I cannot speak more highly of Tarbock. Ringing at 08.00 generally gets you an appointment on that day. For less urgent cases appointments can be booked online in advance. Following blood, chest etc tests Dr Rashid will text with the result. When ordering extras not regularly on a prescription he responds within hours, often during the weekend. All doctors give an excellent, empathetic service and ensure that the patient is happy before they leave the surgery. Waiting times are never long. From what we hear through various media about waiting times to see a doctor we at Tarbock receive a fantastic service. If Dr Rashid sees you while waiting he will talk and he knows each of us which must be very rare. |
| Tarbock Medical Centre | 2024-05-17 10:50:36 | 5 | Excellent members of staff , very kind and he | Receptionists always do their best, the centre is immaculately clean. All Doctors and Practitioners are a credit to their patients. We are very lucky indeed to have these people looking after our community. Well done to all concerned and a great Big Thank You to you All. |
| Tarbock Medical Centre | 2024-05-20 05:15:28 | 5 | Proactive approach with great communication | Always experienced excellent service from this practice. All of the team including doctors, nurses and support staff are friendly, professional and efficient |
| Tarbock Medical Centre | 2024-05-20 07:07:42 | 5 | Considerate & caring Easy to speak to | Each time I have sought help & requested to see GP staff have reacted exemplary & I have always been given the best that was possible |
| Tarbock Medical Centre | 2024-05-21 10:41:02 | 5 | Dr. Rashid is an excellent doctor | Dr. Rashid has been our family GP for many years very caring towards his patients and it is the ethos of the practice with all doctors. My only gripe is when making an appointment is the 20 questions from the receptionist other than that it's a very caring practice. |
| Tarbock Medical Centre | 2024-05-21 07:19:34 | 5 | Prescription | My prescriptions are easy to order online. They have always arrived at the pharmacy. Well done. Holiday vaccinations were all carried |

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| | | | | out by an excellent knowledgeable nurse. |
| Tarbock Medical Centre | 2024-05-22 08:07:53 | 5 | Excellent professional and caring | I have always received excellent care and good communication before, during and any follow on appointments. Dr. Rashid and his team are second to none, including all staff, reception and nurses. I can't recommend this surgery enough. They are very dedicated and any results required following tests are always delivered in a very timely manner. |
| Tarbock Medical Centre | 2024-05-22 04:58:59 | 5 | Efficient caring considerate | All my questions were answered and my condition explained clearly and understandably |
| Tarbock Medical Centre | 2024-05-23 12:20:43 | 5 | Fab Doctors & staff | Dr Rashid listens & is very understanding & very polite. The doctors have sent me to see the right people at hospital each time I have a problem. Everyone at the practice is very polite. The best GP practice I've been under. |
| Tarbock Medical Centre | 2024-06-05 10:09:13 | 5 | Always feel confident with this practice | I trust Dr Rashid send the team to look after our family. Everyone us helpful and takes the time to explain. |



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