

NHS Friends and Family Test January 2017

Question – “How likely are you to recommend our G.P. practice to friends and family if they needed similar care or treatment?”

| Comments Received | Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely | Don't Know |
|-------------------|------------------|--------|----------------------------|----------|--------------------|------------|
| Online | | | | | | |
| Postcard | 24 | 3 | | | | |
| Other | | | | | | |
| Total | 24 | 3 | | | | |

Comments

- Flexibility of appointments to fit around my working day. Approachable, friendly staff and atmosphere.
- Service very good.
- My husband has had surgery for an ongoing problem and is making an excellent recovery. Last year both parents had their own problems and treatment in both cases was excellent and informative.
- Left the surgery feeling comforted.
- Although I am lucky in that I am not a regular visitor, I always receive excellent treatment and can always get an appointment easily.
- The efficient and friendly attitude of all staff.
- Our doctors always listen well. Also they make great efforts to explain the diagnosis to me in terms that I can understand. They are always there for me. Thank You
- The doctor listened before making a diagnosis. She was interested for me to talk and explain in detail why I was concerned and what effect it had on my life.
- Always very helpful and friendly
- Dr Longster fantastic, nothing ever too much trouble.
- Friendly surgery, like online booking and prescription ordering. Pleasant surroundings.
- I always receive good treatment and advice
- I cannot fault any part of the Belford Practice. Everyone in the reception is/are always charming, helpful and efficient and the dispensary too. The doctors are brilliant – everything I would like them to be. Thank you all.
- GP & Staff are always welcoming, helpful and pleasant.
- In an emergency or when a health problem comes suddenly it is so good that USUALLY an appointment can be mad that day (am) or we can speak to a doctor during that day. Not wed though – so mustn't be ill that day!!
- Always been seen to satisfactory and pleased to have a good GP surgery
- I easily go an appointment and received a sympathetic hearing.
- I never struggle to get appointments when I need them

- Always helpful, will always do well for your excellent doctors, receptionists, nurses. Even in a semi emergency, will do all to help you.
- Happy with time taken by doctor to explain fully
- I feel very lucky to be a patient of a practice where you can see a doctor who knows you
- Excellent service
- Doctor's nurses and staff all listen and help. Very happy with experience
- Friendly competent treatment, waiting times <10mins.