

NHS Friends and Family Test January 2025

Question – 'Thinking about your GP practice, Overall, how was your experience of our service?'

Comments Received	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
Text (via accurx)	135	11	2		1	1
Paper form	9					
Online						
Other						
Total	144	11	2	0	1	1

Question – Please tell us how you contacted us to book your appointment.

Telephone	116
Online	10
At Reception Desk	15
Other	18
Total	159

Question – Did everything go well you contacted the practice to make your appointment?

- Majority of responses said Yes

Other comments -

- Yes the reception staff are very friendly and helpful.
- Yes - very friendly and helpful
- I received a call to say my appointment was due and was offered a choice of times to attend
- Everything went well and I was given a choice appointment
- Pharmacist reviewed my medication and suggested blood test and made appointment. Could not have been better
- Yes everyone efficient and polite
- Yes, helpful and courteous as always.
- Yes. The receptionist was very helpful in getting a date and time that was helpful for me.
- Absolutely first-class service
- Absolutely fantastic no complaints everyone was kind and caring during the whole process

Question – Please let us know what you found positive about your experience.

- Receptionist was very sympathetic
- Friendly caring staff

- Very efficient, friendly staff.
- Caring. Kind. Understanding. Patient. Thank you
- Prompt appointment time. Friendly staff
- Doctor's approach/ ease of procedure.
- Friendly, efficient, punctual, nothing to improve would recommend
- No. Our receptionists excellent
- It was altogether smooth and all parties were polite, competent and friendly
- The receptionist was very helpful, well informed and assisted in booking an appointment at the earliest possible date
- Everything happened as it was supposed to and the process was clearly explained
- Since moving to the practice I have been able to work with the same doctors and nurses, which is both positive and reassuring as they are all working together to understand and treat my health issues.
- Honest chat with practice nurse who sees me each year and remembers me
- Friendly helpful compassionate staff
- Prompt and friendly welcome
- Friendly reception and very convenient appointment offered.
- Efficient friendly staff. Appointment was on time, nurse was organised and kind.
- Always friendly reception staff and professional and friendly appointment

Question – Is there anything we could improve that would have made your experience better?

- Majority of responses said No

Other comments –

- Face to face would have initially been my preference but the phone appointment went well.
- Coordination between letters from my consultant and nurse
- Actually, seeing a doctor like the good old days
- No, this is the first time in many years that I have had continuity in my health care.

Question – How likely are you to recommend our service to family and friends if they need similar care or treatment?

- Majority of responses said Very likely/Highly/Likely

Other comments –

- Know hesitation recommending
- Extremely likely to make recommendations
- Very excellent communication and service
- I would have no qualms recommending your services to anyone.
- I always tell all of them how brilliant Belford Medical Practice is: they are very jealous if the high quality of care I receive.