

NHS Friends and Family Test February 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)	110	8	1	0	1	0
Paper form	8					
Online						
Other						
Total	118	8	1	0	1	0

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

Telephone	93
Online	4
At Reception Desk	16
Other	15
Total	128

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

Majority of responses said Yes

Other comments -

- Yes. Polite and efficient desk staff.
- Yes very efficient
- Yes very professional
- Excellent service.
- As professional as ever
- Staff very helpful and friendly

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

- Polite receptionist. Phone answered quickly
- The nurse was very professional
- Receptionist listened and was very helpful and arranged my appointment. Very friendly and competent.
- Problem addressed same day
- Everything happened as it should with the usual excellent efficiency of the staff.
- See answer above about reception but my experience with healthcare professional was second to none, she made me feel very much at ease and explained procedure step by step and explained waiting time for results

- The friendly, helpful staff. It makes a huge difference when you're greeted with a smile!
- The nurse who took my blood was - kind, reassuring and put me completely at ease
- Friendly reception staff. I wasn't kept waiting. My appointment was with the practice nurse for a yearly review and as always it was carried out professionally
- Lovely staff and helpful
- Spoke to GP/ Nurse the same day.
- Dealt with promptly with no issue.

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

- Majority of responses said No

Other comments –

- Would prefer to see the same doctor each visit - appreciate that this has its challenges
- No - I always find a visit to the surgery a very positive experience.
- No Belford medical practice is the best.
- Not in my opinion, everything was good.

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 –

- I always recommend the Belford surgery, always response promptly, efficiently etc with no problems.