

NHS Friends and Family Test March 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	5	0	0	0	0	0
Postcard	21	2	0	0	0	0
Other						
Total	26	2	0	0	0	0

Comments

- Ability to obtain an early appointment and caring medical staff.
- Doctors listen to me.
- The Doctors are extremely friendly and actually take time to explain things.
- Excellent service and the GP's, nurses and staff are incredible.
- Dr Moss always takes time to explain things
- Always able to get an appointment on same day. Doctors and all other staff are pleasant and lovely!
- I am generally able to see my doctor of choice in a timely manner.
- Dr Miller is always thorough and conscientious. Can't recommend highly enough.
- Really kind and responsive appointment.
- The total professional manner in which I am treated, from receptionist to doctor to dispensing staff!
- Staff very helpful and accommodating. Doctors listen to what you have to say and try to help.
- Great doctors friendly staff, always feel welcome and safe
- Allows time to talk over issues
- I rang at 8.40am for an appointment was seen at 10.40 by a very nice doctor.
- Since joining the practice I have had continual excellent treatment from the doctors. Appointments can be made easily and to date I have always been able to see the GP I would like to (not the case in any other practice I have been to when in West Yorkshire) Have been with the practice for 18 months now, and would have no hesitation in recommending others.
- Always can get appointments. Very friendly staff throughout the surgery
- I felt doctor, interested and helpful is pursuing reason for problem so hopefully will get a favourable outcome.
- I have always had first class treatment both doctors and staff.
- Friendly staff, nice environment, good doctors and nurses.
- I have always found the practice extremely helpful and friendly. Always a cheerful voice on the phone and easy booking appointments and repeat prescriptions medical assistance excellent.

- Dr Gill a good listener. Receptionist very polite obtained an appointment easily within a day.
- Very good practice
- My wife and I moved to Beadnell last August having both lived in Yorkshire for much of our lives. On arrival we registered with the Seahouses surgery and since our very first visit have found ALL the staff Doctors, nurses and receptionists to be so very helpful, understanding and most of all friendly. Such a change from our previous experience. We were amazed that we could book appointments the same day, collect our medication and were so quickly recognised by name as patients by the reception staff. We both feel that we can only give the practice 10/10 WELL DONE