

NHS Friends and Family Test march2025

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)	150	7	2	1		
Paper form	0					
Online						
Other						
Total	150	7	2	1		

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

Telephone	119
Online	6
At Reception Desk	17
Other	18
Total	160

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

Majority of responses said Yes

Other comments –

- Yes made the appointment vi the receptionist with ease
- Yes prompt telephone appointment followed by a face to face

Question Friendly professional service, reassuring environment

- Prompt, reassuring and professional service
- Call answered quite swiftly, friendly and helpful response. Request understood and appointment booked easily
- Reception very welcoming. Nurse was fantastic at putting me at ease and taking blood and no bruising. From the moment you walk into the surgery to leaving everything runs perfectly.
- The receptionist and nurse were very welcoming at the surgery. The staff were very efficient and the surgery was very clean and tidy
- I was able to resolve all my issues over the phone and internet, thereby saving having to take up both our time with a visit to the practice.

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

- Majority of responses said No

Other comments –

- I was called into my appointment almost 10 minutes late. That's not bad (and I'm not complaining) but could be better!
- You have now outsourced your travel vaccine assessment- costly for patients

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'd recommend Belford Dr's. I find the new set up very good and am confident the Dr will have a face to face if needed. I like that I can talk of an ongoing issue from the comfort of my own home and always get solutions.
- Service provided outstanding but full service not available