

## NHS Friends and Family Test April 2026

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)	160	9	1	0	0	0
Paper form						
Online						
Other						
<b>Total</b>	<b>160</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Telephone	<b>103</b>
Online	<b>25</b>
At Reception Desk	<b>23</b>
Other	<b>19</b>
<b>Total</b>	<b>170</b>

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

- Majority of responses said Yes

Other comments –

- They're always very pleasant and approachable and very accommodating
- Yes, receptionist very accommodating
- My appointment was sorted straight away, no problem
- Prompt response and automated pathway to appropriate service for appointment.
- A bit difficult because I can only come at certain times due to my husbands dementia he can't be left on his own for any length of timr
- You text me to make the appointment when I called on a Thursday I followed your telephone instructions but no-one rang back, had to call again the following day

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

- The online system was quick and simple to use.
- Phone answered by friendly receptionist, took the time to listen to what I was looking to book.
- Minute you speak to the professionals on reception who always offer a mile and warm welcome. Being seen always a good experience
- Booking my annual health check was very easy and easy able to have a double appointment to have my B12 at the same time which was really helpful.
- On time.. Nurse asked was i happy for her give me injection said quite happy explained what she doing

- Attended for Covid booster with practice nurse. She was friendly and approachable, providing a relaxed atmosphere and professional efficiency of the highest standard. A credit to the practice.
- Swift choice of appointment times
- Very efficient from reception to nurse practitioner as I needed urgent tumour marker blood sample taken prior to fast track cancer appointment.

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

- Majority of responses said No

**Other**

- The first appointment could be improved by adopting the style and nature of the nurse in the second appointment.
- Make receptionist more aware of tumour marker importance prior to fast track cancer testing. I had to explain to young girl but once done I got my appointment.
- Answer the phone, surgery was open on the Thursday, rang twice and then requested a call back, no one rang
- More seating in waiting area

**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 would recommend the Seahouses nurse highly.
- Everyone knows as they all are patients of Belford practice
- I would recommend this service without hesitation to family and friends
- Positive experience, happy to recommend.
- Would highly recommend the Belford practice
- Wouldn't hesitate to recommend such a great practice
- I always inform people as to how satisfied I am with the practice,
- I always say that we have a very good practice at belford