

NHS Friends and Family Test July 2018

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						
Postcard	14	2				
Other						
Total	14	2				

Comments

- Positive result
- In all communications with the practice the staffs has been so helpful and efficient. I have found it easy to get an appointment when necessary and haven't found that the appointments were delayed.
- Excellent staff/receptionists and doctors. Always on hand to help with anything. Thank you.
- Appointment same day. Friendly and sympathetic GP
- The practice is very patient and welcoming
- Efficient and friendly staff. GP listened and addressed all my concerns. New to this practice – thank you all.
- Prompt friendly attention. Rather not have radio Newcastle on.
- Excellent advice given and also a leaflet for exercises.
- Please stop playing radio in reception. Most patients are elderly and ill and don't want pop music blaring away. Thanks.
- Easy to make appointment and order repeat prescriptions online. Helpful GP's, easy to talk to and my concerns taken seriously. Choice of doctors when required.
- Expert advice in are of problem. Courteous, prompt attention.
- Friendly, appointments available when needed, not usually any waiting time.
- Very helpful practice
- Great service from all doctors I have attended
- Excellent service throughout at this practice