

## NHS Friends and Family Test August 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						
Postcard	20	2	1		1	
Other						
Total						

### Comments

- Friendly staff and doctors, fortunately not a frequent visitor!
- Everyone is very helpful and welcoming. I can always get an appointment. Doctors listen; give you the time you need.
- There is a certainty of professional excellence, about this practice at Belford, from doctors to reception staff and dispensary. We are so lucky!
- Very thorough, understanding, empathetic
- I find this practice very good.
- Always good service and attention
- No problems
- Wonderful friendly staff. On holiday and worried the process would be difficult, not the case. Thank You.
- Fantastic service!
- Great to get appointment when needed. Lovely attitude from Dr Longster.
- Easy to book appointment. Saw on same day. Very polite receptionist, clear and thorough. Doctor very personable. Thank You
- I received excellent attention
- Shocked at the state of the Seahouses practice, No Parking! Reception area very cluttered with too much on walls, books and mags all-over the place, it needs a good clean out! Is this a medical practice?
- Everyone is so friendly and helpful
- All staff are very friendly yet still 100% professional and efficient. I don't use the service regularly but whenever I have its been excellent from start to finish.
- Easy to make appointment. Caring GP who had time to discuss matters. Caring Practice.
- Staff and doctors are all very helpful. Give you time, and very good at their job
- Very friendly and warming! Clear to understand what was wrong.
- All went very smoothly, very helpful and friendly.
- Quick service and accurate advice and medication given. Friendly and approachable service given.

- Good service. Good receptionists. Helpful people. I try not to use the service but am very glad you are there.
- The care I have received over the 45 years has been good, so would be happy to recommend practice.
- Health Check questionnaire should be given out on arrival, this may ensure you are seen on/about your appointment time, and not 45 minutes after your appointment. Patient time is also valuable