

NHS Friends and Family Test September 2016

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		1			
Other						
Total						

Comments

- Symptoms and diagnosis explained thoroughly along with treatment – how it works and why it was prescribed vs alternatives.
- The staff are very helpful and always happy to help you.
- Very helpful and friendly service, especially as I was the one responsible for the miscalculation!
- Pleasant staff, good appointment system etc.
- Listened to. Treated with respect and clear information.
- Find doctors easy to talk to and know me personally which helps.
- I think Dr Barth is a very good doctor.
- Always very helpful and listen to your views.
- Easy to book own appointment and prescription. Doctors listen and approachable. Reception staff welcoming and ready to help. Belford practice especially nice to attend – beautiful surroundings! Only Problem is the inner door which would be better if automatic opening for disabled/people on crutches.
- Great access, friendly staff, current protocols and integrated team work.
- Good communication, listened to symptoms, friendly manner and supportive.
- All very polite and friendly. Prompt service, reassuring towards patients.