

NHS Friends and Family Test September 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)	68	7	0	0	0	0
Paper form						
Online						
Other						
Total	68	7	0	0	0	0

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

Telephone	55
Online	8
At Reception Desk	7
Other	5
Total	75

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

- Majority of responses said Yes

Other comments -

- Yes always pleasant efficient staff
- The GP arranged the appointment after a phone conversation
- Yes early appointment as well
- Yes the receptionist was polite and helpful as always
- Yes I was given a telephone appointment, then during this was asked to come in for an examination and tests
- Perfect, very slick service.

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

- Every member of staff i have had contact with since joining the practice a year ago from reception to nurse to doctor have been excellent. Professional, friendly and go out of their way to support me as a patient
- I was given an appointment quickly. The consultation with the Dr was reassuring and thorough. Everything I was concerned about was explained carefully and I know what to be aware of in the future.
- Speed and efficient service, photo link, rapid feedback from GP. The overall result was a dramatic compression of time and space which reduced the overall footprint of travel, time

and work load for the practice and patient which enabled the Doctor, patient and medical staff resolve/absorbed other issues.

- I find going to the doctors very nerve-racking but the staff always make me feel welcome, are patient and kind with me.
- Interesting results of blood tests etc. Always like to know how my body is "shaping! up to the years
- receptionists are always cheerful and helpful

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

- Majority of responses said No

Other comments –

- Accuracy and timely updates of medical data and communications through the NHS App, especially if that is the intended basis of information, record keeping and platform for communications.
- Maybe not to have waited quite so long for an appointment but that's just a sign of the times, I guess.
- Quicker appointment!
- Manage expectations regarding timing of call. I was told I'd get a call back between 2 and 5 pm. Call back was at 5 pm which hindered my plans for the afternoon and i couldn't make any calls all afternoon.
- I honestly cannot think of anything they can do to improve

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
- I would highly recommend to family and friends if asked
- Very likely. I have already given a recommendation
- I would have no hesitation in recommending Belford Medical Practice.
- VERY HAPPY TO RECOMMEND THE PRACTICE
- Most definitely as we are very lucky to have such a great practice.
- I would recommend Belford Medical Practice to everyone