

## NHS Friends and Family Test November 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	13	1			1	
Other						
Total						

### Comments

- Short waiting time if any. Very pleasant receptionists. Considerate and no hurry up doctors. Very Good.
- Very happy with my care.
- Staff is always friendly and helpful. Unfortunately I have had difficulties accessing services relating to ears. I have been “passed from pillar to post” for months trying to get ears clears or checked as I have new hearing aids and they appear not to be working properly. I found it frustrating that a doctor’s appointment was necessary for this simple check. Apart from that a great service.
- Doctor was very pleasant informative and reassuring
- Friendly and down to earth staff
- Friendly and polite
- Very friendly receptionist and doctor. Punctual to appointment times. Great surgery.
- They listen and explain everything
- Dr was extremely thorough and explained everything to me also very pleasant
- Friendly service
- Always a good service and very reassuring
- Belford medical practice you can’t get better care and treatment
- Always got good service