

NHS Friends and Family Test November 2025

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)	120	4	3	0	0	0
Paper form						
Online						
Other						
Total	120	4	3	0	0	0

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

Telephone	85
Online	4
At Reception Desk	20
Other	18
Total	127

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

Majority of responses said Yes

Other comments –

- No problems making the appointment.
- Yes, as usual reception staff were very helpful
- I was on a pharmacy call and it was booked then by David
- Yes, able to make an appointment at a time convenient to me.
- Yes, fast and clear communication
- Yes, very good as usual

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

- Very positive nurse , knew her job well. Very helpful
- Phone answered promptly, appointment made in a reasonable timescale
- The young lady on the phone was pleasant and very helpful.
- My queries and concerns were dealt with quickly and sympathetically
- Very helpful and considerate practitioner
- The phone was answered promptly and the person. I spoke to was friendly, helpful and efficient.
- The way the nurse explains and tells you what's happening and when as your appointment goes on

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

- Majority of responses said No

Other comments –

- By having the first appointment with the pharmacist, there seemed to be some duplication
- Absolutely not, 1st class from reception to Doctor
- All was OK so nothing needed thanks!
- Not having to phone early doors to get an appointment, receptionists will have it in front of them what appointments are available the next day
- No. Had the opportunity to cover all I wanted
- No . everything was good

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

Other comments –

- I always recommend your practice
- Definitely a good service provided by the surgery
- 100% Belford Medical practice are Brilliant
- Absolutely recommend both of the medical practice and staff have been always lovely to me
- I would have no hesitation in recommending the practice.
- Every time. Great health centre.
- Def good service and a lovely nurse