

NHS Friends and Family Test January 2018

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						
Other	20	1				
Total	20	1				

Comments

- Lovely Doctors Very Happy
- I've always found it easy to get an appointment and the reception staff are so friendly. The doctors I have seen have been patient and seemed genuinely interested in helping. Also don't feel rushed during the appointment. It's a great practice. Thank you.
- Kindly, clear explanations, promise of follow up.
- Caring health centre good resources.
- Always happy to help and explain well the process they will do.
- Completely satisfied with the staff and doctors –very helpful, friendly and professional
- Very friendly, made me feel at ease.
- Friendly staff, very helpful.
- Very empathetic GP prepared to discuss fully options available with regard to treatment and respects patients decision.
- I have always had first class treatment.
- Good service, pleasant people.
- The staffs at this practice are the scaffolding of my life – without their support I would not survive.
- Might not be always possible to get appointment but otherwise practice is great and very helpful
- Very friendly atmosphere, always feel relaxed and service is always 5 stars.
- Good doctors, staff and service.
- Helpful staff and doctors. Always recommend friends and family to use Belford medical.
- Staff really pleasant yet still professional. Surgery atmosphere welcoming and reassuring usually able to get an appointment fairly quickly. Always if an emergency.
- The staffs are so caring and friendly. Appointments are quite easy to obtain. Lucky to live here with such a great service.
- Attentiveness, diligence, patience and meaningfulness.
- Depends on the doctor you see.