

NHS Friends and Family Test January 2023

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 Mjog)	96	4	2	0	2	0
Postcard	19	1				
Online						
Other						
Total	115	5	2	0	2	0

Comments

- Always happy to help
- Staff are always friendly, helpful and efficient
- I'm very happy with my experience every time I phone for a appointment for Doctor or nurse, receptionist are always very helpful and happy.
- I feel the practice goes above and beyond to help their patients whatever our needs. Prescription service is second to none.
- I've never been able to not get an appointment
- My enquiries and requests are always followed up and dealt with professionally
- Very friendly and helpful staff. Considerate
- Excellent appointment availability. Very friendly, helpful, and knowledgeable staff
- Everything was dealt with in a relaxed and professional manner.
- Belford medical practice They are excellent Kind understanding so friendly All the stuff are brilliant Thank you to them all and a happy New Year
- I was seen very promptly, and the nurse was lovely.
- Helen was professional, very helpful & put me at my ease - overall a good experience.
- Everyone is so helpful & nothing is a trouble. It is unbelievable how much better your practise is from our previous. A smile makes such a difference.
- The nurse was very caring in every aspect and done her job very efficiently she made my appointment very easy thank you
- As always, my appointment ran to time and the staff are efficient and friendly. We're so lucky to have Belford surgery!
- Always good service and everyone pleasant and helpful. I had a problem with my car so was going to be late for my appointment, I rang to explain, and they managed to fit me in a little later. Everyone very helpful.
- Very efficient and professional

- Making the appointment was easy, it was conducted on time. The staff were as usual very professional and friendly. Always nice to get texts to remind of appointments no excuse for forgetting then
- Vaccination process explained in detail as to eligibility and benefits of having it
- It was very good and so kind
- Efficient friendly and punctual
- Appointment was on time and handled very professionally by the nurse.
- Receptionist polite and friendly. Nurse very informative and explained everything about my appointment
- Within time frame given and quick and efficient.
- Prompt appointment, great service through out
- The staff were friendly the nurse was very good and helpful when I asked any questions thanks again
- Usual brilliant service