

NHS Friends and Family Test February 2019

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	1					
Postcard	23	2	1			
Other						
Total						

Comments

- Amazing staff, considerate and always really helpful.
- Amazing staff and doctors
- My doctor is always caring and understanding he always helps and will listen if you have a big problem.
- I have been with the Belford practice all my life and always been very well looked after when necessary. All members of staff always friendly and helpful.
- Always friendly, polite and always give 100% great service.
- Doctors all very helpful, patients, to the extra mile.
- I recently contracted a chest infection; my usual asthma plan actions did not improve things. I rang for a GP appointment. There were not available but your receptionist agreed to ask a GP to ring me. Dr Hills rang and realised the seriousness of my symptoms, asked me to come to the surgery and prescribed steroids. Despite being late in the day, past 6pm, he was able to issue them from the practice dispensary. From my previous experience of severe asthma attacks I feel absolutely certain that without this timely intervention I would have needed a hospital admission later that night. A brilliant service.
- Pleasant modern premises. Staff very helpful and friendly. Doctors very good and patient.
- Friendly, put you at ease.
- Efficiently, friendly, excellent quality of service and polite. Could not have better!
- Always go out of your way to help in every appointment and never made me feel like I've come for a silly reason.
- Availability of appointments. Friendly reception. Doctors who take time. Unfortunately some of my family does not live in your catchment area, although they would like to be here.
- Very helpful office staff, as first point of contact. Short waiting time to see doctors. Doctors prepared to listen. Follow up hospital appointment arranged quickly.
- Don't think we could get any better.
- 1st class service and always welcome at reception in person or on the phone.
- Find all staff and doctors efficient and friendly

- The nurse is friendly and makes you feel comfortable talking to her.
- Without exception all of the doctors we have seen as a family have been excellent which is unusual in any practice. They take time to understand fully what is presented to them and consider all options. A very inclusive practice.
- Friendly good listeners – understand the issue from the patient’s point of view. Lovely culture of friendship in practice.
- I have had excellent service from the GP practice and any queries I had have been answered quickly.
- Helpful, always get an appointment when needed.
- Friendly practice. Not always on the case with treatment needed. Erratic check-up appointments for permanent conditions.
- Very good service from all staff at medical practice.
- I find it hard to get to speak to a doctor I can trust.