

## NHS Friends and Family Test April 16

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	16					
Other						
Total	16					

### Comments

- This was an emergency visit whilst on holiday, and we could not have had a more courteous, efficient and kind care. The doctor, nurse and receptionist were amazing, Seahouses is very lucky to have such a wonderful medical facility. Thank you so much.
- This surgery provides excellent care and service.
- Cannot fault treatment I have had.
- I have always been seen promptly and treated with courtesy and patience. On the one occasion I was physically unable to attend the surgery a home visit was made promptly.
- Great service
- A very friendly and obliging staff and doctors
- Brilliant doctors and nurses. Could not wish for more. Receptionists are also very helpful.
- Always feel reassured by doctors and nurses good advice and friendliness. Reception Staff are very helpful too. Surgery itself always clean, bright and attractive. I can usually (unlike family and friends in different parts of the U.K.) get an appointment when I need one. As regards today's appointment – Dr Longster is LOVELY! So caring and helpful.
- Dr Longster – very professional, thorough, took time to explain and reassure.
- All the staff are very friendly and easy to talk to. All of my problems were dealt with straight away.
- Good doctors
- All staff are friendly and welcoming. Doctors and midwives are really informative and friendly to see.
- Always a friendly smile at this surgery. My old practice could do with learning from you.
- Doctor very helpful, understanding. Didn't feel rushed or anything.
- Always excellent service from making appointment, seeing doctor and getting prescription.