

NHS Friends and Family Test April 2024

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)	104	3	1	0	2	0
Paper form	2					
Online						
Other						
Total	106	3	1	0	2	0

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

Telephone	80
Online	7
At Reception Desk	13
Other	12

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

- Majority of responses said Yes

Other comments -

- Excellent as always
- Very helpful as usual
- Given the first appointment available
- Very accommodating

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

- Very efficient
- Always happy, polite place to go and put at your ease, excellent
- Helpful and decisive, good understanding of my issues and needs
- Staff very caring and helpful
- Can't fault anything. Everyone extremely helpful and friendly
- All staff are friendly, kind and helpful
- I felt that I was listened to
- Very professional and friendly
- Friendly efficient staff
- Efficient and pleasant
- On time and treated with care and professionalism

- 1st class receptionist who are ever so friendly
- Very pleasant nurse
- Helpful friendly staff, able to book easily for when was convenient
- Friendly yet professional service

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

- Majority of responses said No

Other comments –

- Keep doing what your doing
- Everything excellent thank you
- Keep up the same wonderful service
- Yes. To be given a face to face appointment when I asked instead of being told to have a telephone consultation
- Evening Appointments
- You have covered it all and it really doesn't need improvement
- It is a very well run practice
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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 feel very lucky
- I always praise Belford practice highly to family and friends