

NHS Friends and Family Test May 15

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	21	6				
Other						
Total						

Comments

- Since moving here in 2014 I have found the service given at this practice extremely efficient and professional
- Dr Moss is brilliant
- Always helpful, accommodating staff. Feels personal, friendly and calm. GP Dr Moss brilliant. Thank you
- Confidence in doctors and staff including nurses
- Kindness, genuine care, friendliness, accessibility, safety, cleanliness, helpfulness
- Very helpful
- Excellent service at Belford
- You are likely to see a doctor within 1 – 2 days, and when you do, you are given plenty of time to speak and not feel that you are on a conveyor belt.
- Always get appointment and if you need any appointments with hospitals you get them through very quick
- Familiarity with staff over a long period of years. Relative ease in getting an appointment within a reasonable time. Ability to use computer for repeat prescriptions and now booking appointments
- Answered all my concerns
- Friendly surgery, action taken as soon as possible. Doctors very helpful
- Because I can always see someone when needed and I am never made to feel like and inconvenience
- I have been looked after by this practice for a good few years and have had the best treatment by the doctors and nurses they are very caring and as I get older this is important
- Receptionist was very helpful in getting me an appointment at short notice, given my awkward living arrangements (working on an island)
- Friendly service, professional
 - Good discussion
 - Because it is very good service and good doctor
 - Dr Moss is fantastic
 - Friendly and efficient