

NHS Friends and Family Test May 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	15	1			1	
Other						
Total	16	1				

Comments

- I called on the 29th of May, your systems were down but your receptionist put the phone down and it was very unprofessional.
- Have always got results and everyone is very friendly.
- Staff are very friendly and helpful.
- Friendly efficient services but on a negative side the personal touch is changing and becoming more difficult to obtain an appointment.
- Very friendly and helpful.
- Belford Medical Practice is excellent. All staff are extremely professional and caring. It is very easy to get an appointment with a doctor. All doctors are wonderful.
- The surgery across all staff levels could not be more helpful or accommodating.
- First class, friendly and very helpful.
- Always able to get an appointment within a reasonable time.
- So far my family and I have received very friendly, polite and caring treatment.
- Excellent practice, friendly, efficient, top of the range care and treatment.
- Excellent surgery
- Easy to get an appointment either with doctor or nurse practitioner (who is wonderful!). Receptionists try to find best appointment.
- Extremely good team of GPs, friendly and efficient. Can book online which is helpful. Trust them, I feel lucky to be on their books.
- Always good and helpful.
- Have never had problems with getting an appointment to see a doctor (usually same day). Always the doctors and nurses give you time and very helpful.
- Very kind and helpful, thank you.