

NHS Friends and Family Test May 2023

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 Mjog)	76	3				
Postcard	10	4	2			
Online						
Other						
Total	86	7	2			

Comments

- Always get a pleasant response on the telephone and get attentive treatment from the Doctors
- Always pleasant and helpful
- Always helpful and service very good. Staff are brilliant and can always get an appointment when I need. This surgery was invaluable to me during my cancer diagnosis and treatment.
- Always on time for appointments never wait too long. Staff are always friendly. Online system is good (e-consult)
- Always happy to help and very efficient service. Very friendly staff. Best practice we have ever dealt with.
- As everywhere, it is difficult to get an appointment without jumping through hoops. Once here, everyone is very good.
- Doctors and Nurses lovely and friendly. Big issue is getting an appointment when needed in the time scale lets hope things will return to normal
- Excellent service from all staff and GP.
- Excellent service and very friendly and helpful.
- Very empathetic and helpful Nurse and friendly staff
- The nurse was very informative, and approachable, felt reassured.
- Nurse was courteous friendly and reassuring
- My late husband and I have always received one hundred percent care, kindness, advice and support since joining the practice from all members of the staff. Thank you XX
- Greeted warmly by receptionist, on-time appointment, health assistant carried out check up with professionalism giving me feedback at all times.
- Always a friendly and helpful team. Reception are great and my nurse is always lovely - almost makes blood taking enjoyable haha.

- All staff were very friendly and helpful, as always. Cannot speak highly enough of the service you provide and the way it's delivered.
- I felt comfortable and at ease with the nurse I saw
- All of the staff are always helpful, friendly, and efficient at the practice. Queries are dealt with, and assistance given whenever needed. Thank you
- In and out in 5 minutes and treated well by very pleasant nurse
- On time, friendly staff, efficient.
- The Nurse went through everything in detail, very polite and explained everything in a way it was easy for me to understand!
- Nurse explained everything and was very pleasant & efficient, a credit to the practice
- Belford Medical Practice as efficient as usual with friendly atmosphere
- Lovely smiling and professional welcome. Thorough and clear advice
- I was telephoned about making an appointment for a routine blood test. My appointment was made at my convenience. I did not have long to wait when I arrived. The practitioner was very kind and caring. She also checked my BP when I asked. Thank you
- Slick integrated/coordinated service, confirmatory text given to ensure that the patient knew date time location of treatment, good, committed staff.
- Appointment on time. Staff very friendly and helpful.
- Always help full and courteous first class
- There was no attempt this time to insist that I wear a mask. The blood test was very efficiently dealt with.
- Very friendly nurse. Explained things to me. Quick simple app, thanks
- Friendly efficient and competent service thank you
- Lovely folk. Speedy responses. Great service all round. Thankyou!
- Nurse was very kind and gentle that was the most important factor given the patient was only 8 years old
- Pleasant reception appointment on time. Nurse efficient. Information about covid vaccinations good.
- Service by all in the practice is highly professional, relaxing and more than helpful with any questions