

NHS Friends and Family Test May 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)	98	9	0	0	0	0
Paper form	5	1	1	0	0	0
Online						
Other	1					
Total	104	10	1	0	0	0

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

Telephone	88
Online	8
At Reception Desk	11
Other	7

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

- Majority of responses said Yes

Other comments -

- Yes always efficient
- Yes. My appointment was cancelled but rescheduled easily!
- Yes answered promptly
- I was sent a text message with an appointment date and time, I found this great
- Excellent and friendly

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

- Very helpful and supportive
- Staff very friendly, everything well explained
- Friendly staff-knowledgable and efficient
- Appointment was prompt and as always, the doctor was kind.
- I asked if I could have 2 jabs at 1 appointment. The receptionist found out immediately and was able to book my appointment
- Very helpful and efficient
- Friendly, comfortable and reassuring
- Very friendly and professional

- The nurse and doctor were both friendly, informative and professional.
- Friendly, helpful and on-time.
- The warmth and kindness of the people dealing with me
- The doctor went through everything with me and nothing was to much trouble
- Very prompt and helpful. Felt listened to and confident with the advice given.
- Easy to find suitable appointment for regular blood tests
- Friendly nurse staff and reception
- Extremely efficient and friendly staff
- Very attentive and thorough and professional for my yearly checkup, thank you
- Very quick phone service, short lead time for an appointment and lovely staff
- I was treated with respect and courtesy, it was a pain free procedure carried out by a competent and affable nurse.
- Receptionist was very friendly and tried very hard to find an appointment to suit me
- All staff very helpful, friendly and professional

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

- Majority of responses said No

Other comments –

- No everything was a pleasant experience
- No everyone has been helpful
- No, how can you improve perfection. If it isn't broke don't fix it.
- Not really it's a very good professional practice

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 have already informed a new neighbour to register
- An outstanding practice I feel fortunate to be accepted as a patient
- Without question I will recommend
- Always tell people what a good practice we have.
- I would definitely recommend you based on my own experience.
- 100% I would recommend Belford medical practice