

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)	74	1	1	0	1	0
Postcard	4	1				
Online						
Other						
Total	78	2	1	0	1	0

Comments

- Staff always very efficient and friendly even the nationally notorious receptionist, Belford's are great. Blood nurse also brilliant. Never a problem getting appointments.
- Someone called me within an hour and asked me to come in. Always helpful and friendly.
- Staff are always extremely friendly and helpful.
- My only problem is the phone.
- It's always been good
- Very empathetic and helpful Nurse and friendly staff
- Excellent service as usual. Very professional nurse as always.
- The nurse was very informative, and approachable, felt reassured.
- Friendly and efficient nurse, we were seen at the booked time.
- 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
- Friendly & efficient staff
- 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.
- Always helpful and appointment was on time. Thank you
- 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
- On time, no delay at all, excellent attention from nurse practitioner
- All of the staff are always helpful, friendly and efficient at the practice. Queries are dealt with, and assistance given whenever needed. Thank you

- Excellent service from nurse and receptionist. Thankyou.
- 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
- The nurse and receptionist were caring and professional. I felt heard and was humanised.
- The nurse was thorough and provided great communication throughout, so I understood each procedure.
- 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
- Quick response when dealing with my blood pressure reading
- Slick integrated/coordinated service, confirmatory text given to ensure that the patient knew date time location of treatment, good, committed staff.
- Always help full and courteous first class
- Everything was fine. Nice friendly staff & all carried out very efficiently. Thanks
- Never good for an injection but the nurse did her best to make the experience pleasant.
- Nurse was very kind and gentle that was the most important factor given the patient was only 8 yrs. old
- All went well, and the staff were very helpful and explained all I needed to know D T.
- Service by all in the practice is highly professional, relaxing and more than helpful with any questions