

## NHS Friends and Family Test June 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)	104	5	1	1	0	0
Paper form	5	2	0	0	0	0
Online						
Other						
<b>Total</b>	<b>109</b>	<b>7</b>	<b>1</b>	<b>1</b>		

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

Telephone	<b>87</b>
Online	<b>8</b>
At Reception Desk	<b>13</b>
Other	<b>10</b>

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

- Majority of responses said Yes

Other comments -

- Yes very efficient in making the appointment with choice of days and times
- As always extremely good
- Great service no problems
- Yes the receptionist was very helpful and friendly
- Yes really good, I had to cancel my previous appointment and they got me a new one asap
- Excellent, as always

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

- Friendly staff and efficiency
- Helpful, pleasant people
- Receptionist very helpful and accommodating. Very pleasant to deal with and helpful
- Just so friendly and everything sorted straight away
- I'm known to the staff and they are always polite, helpful and in good spirits
- Friendly and very professional
- Friendly staff, lovely nurses and doctors
- Prompt service, on time and friendly

- Caring, understanding and knowledgeable
- Always feel respected as a person
- The girls in the reception are lovely and the nurse that saw to me is the nicest person and made me feel at ease and very comfortable when having a not very nice process done.
- All the staff do everything they can to be helpful
- Helpful and pleasant attitude
- Very quick to help. Very kind and appropriate
- Kind thoughtful and friendly

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

- Majority of responses said No

Other comments –

- No can't think of anything
- No just do what you are doing
- If the appointment had been in time, I waited 15mins after I arrived and I arrived on time
- No everything perfect
- I would like to have the option to book a face to face appointment without being triaged first.
- Knowing that my issues/health needs are being addressed by the same DR

**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 feel very lucky to be a patient at Belford surgery
- Always had helpful and supportive and would recommend to others