

## NHS Friends and Family Test July 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)	89	11				
Paper form	17	4				
Online						
Other						
<b>Total</b>	<b>106</b>	<b>15</b>				

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

Telephone	<b>86</b>
Online	<b>9</b>
At Reception Desk	<b>11</b>
Other	<b>24</b>

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

- Majority of responses said Yes

Other comments -

- The Practice were pro-active and made the appointment for me it's part of my Prostate Cancer treatment
- Excellent Helpful staff.
- Yes, phone answered promptly and appointment made
- Yes, couldn't of been more helpful
- Yes quick, efficient and friendly
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Question – Please let us know what you found positive about your experience.

- Surgery is so friendly and a nice place to come to
- It was relatively quick with a nice friendly nurse who put me quickly at ease
- The friendly atmosphere
- Very fast and friendly
- Friendly, welcoming, punctual.
- Nurse was a lovely woman, put me at ease
- I thought the care and attention shown by the medical staff was excellent

- The way in which the staff at the practice treated me. With kindness, respect and eagerness to help.
- The staff are helpful and friendly
- The nurse who I saw was very friendly and put me at ease
- Very positive response. The receptionist gave her name and spoke clearly.
- Everything about my experience was positive.
- In & out in no time. Lovely staff on reception lovely nurses and drs
- The staff are always so lovely and helpful.
- Friendly and efficient
- Friendly drs, nurses and staff all round. Very approachable
- All staff are extremely friendly and caring. Any queries answered as soon as possible. Reception staff are always polite, professional and helpful
- No long telephone waiting. Telephone appointment with the Doctor within a short time. Face to face with the doctor, appointment the next day.
- Easy to talk to and explain what I wanted
- The attitude of all the staff very friendly and helpful and most understanding
- Kind caring reception staff

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

- Majority of responses said No

Other comments –

- Not at all. My experience was very positive and comfortable
- Have more appointments available and bring back face to face
- Seriously. I love and respect the practice staff from top to bottom and I am pleased to be a patient here.
- The online services box on the website is well hidden.

**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 would not hesitate to recommend anyone to your surgery.
- Always positive about Belford surgery so would highly recommend
- very much I am delighted with the service from Bedford practice
- Would recommend your services to everyone