

## NHS Friends and Family Test July 2025

**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)	122	3	0	0	1	1
Paper form	0	0	0	0	0	0
Online						
Other						
<b>Total</b>						

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

Telephone	<b>85</b>
Online	<b>5</b>
At Reception Desk	<b>13</b>
Other	<b>24</b>
<b>Total</b>	<b>127</b>

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

Majority of responses said Yes

Other comments –

- Yes. Problem free booking with a prompt response.
- Yes, everyone I dealt with was extremely professional and polite.
- Yes given mutually convenient appointment
- Yes. A very quick appointment was arranged with the nurse the same day.
- Yes very professional and helpful

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

- No time wasted in making appointment
- Booking was quick and efficient and took into account my working hours for availability.
- I have found the whole team to be warm and welcoming and really professional.
- All aspects were dealt with quickly, efficiently and patiently especially since, my being a non telephone user, all communications are via my husband
- Very easy booking an appointment- staff is always very welcoming- friendly infact i couldn't ask for a better service
- The doctors attitude towards me always positive supportive & feel like I was being treated like a human
- Helpful receptionist found me suitable appointment time

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

- Majority of responses said No

Other comments –

- Time waiting for your appointment.
- Open on a Saturday morning for guys like me who work away from home.
- No I was more than totally satisfied with my experience
- Yes have injection in stock
- Not really except seeing a doctor face to face rather than over the phone but all around Belford medical practice are the best
- More parking !

**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 –

- The nurse I saw was knowledgeable, asked relevant questions and gave good advice so I would recommend seeing her.
- Would absolutely recommend the practice to anybody
- Cervical screening represents an advancement in women's healthcare and should be advisable for all women so yes.
- Seahouses and Belford health surgery I would recommend to my friends and family
- Vaccines absolutely recommend