

NHS Friends and Family Test August 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)	96	5	1			1
Paper form	5					
Online	1					
Other						
Total	102	5	1			1

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

Telephone	75
Online	4
At Reception Desk	15
Other	14

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

- Majority of responses said Yes

Other comments -

- Straightforward - helpful & pleasant person on phone
- Yes they are always helpful and I had no problem with an appointment
- Very well receptionist really good 👍
- Definitely a positive outcome.
- Yes, very efficient and kind staff

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

- Friendly reassuring and helpful. Professional and caring
- I managed to book appointments easily and at a convenient time for myself.
- Polite staff
- Prompt attention.
- On time clear what the purpose was and clear how long I had to wait for results
- Quick and to the point.
- Friendly and efficient
- Very pleasant experience everyone seemed happy going about their business you have a nice atmosphere thankyou.

- I was seen on time. The nurse was very good as all the staff are at the surgery. Well, done as always
- Short waiting time in surgery. Practitioner nurse well prepared to answer questions, equipment all working
- On time, professional and friendly
- Nurse was lovely and made me feel very at ease.
- The reception staff always go above and beyond to provide good service and their best to accommodate, this time was no exception. Thank you
- Easy to book the appointment on new phone system & with person who answered
- The practice nurse was excellent as usual, always making us feel very at ease.
- Appointment with nurse easy to book. Receptionist very pleasant and helpful
- Gp and nurse were very reassuring and helpful
- Seen on time, not hurried - an opportunity to talk/ask questions. Very efficient whilst at the same time being caring, reassuring, sensitive - a very positive experience.
- Clear helpful and friendly. Telephone appointment given for following day
- Receptionists extremely helpful and positive. Always able to sort out medication and appointments.

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

- Majority of responses said No

Other comments –

- Quicker appointments
- No it is a very good surgery.
- Nothing to change from my experience
- No improvements necessary
- Being able to see a doctor when you phone up and not have to wait a week to speak to them by phone
- Appt was late receptionist failed to inform nurse I had arrived. Surgery was very quiet I waited over 20 minutes
- Some nice soothing music in the waiting room

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 –

- Very. Have done so already.
- Very likely...and have done. Thank you to the Belford medical practice 🙌🙌🙌