

NHS Friends and Family Test September 15

Question – “How likely are you to recommend our G.P. practice to friends and family if they needed similar care or treatment?”

Comments Received	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
Online						
Postcard	27	4				
Other						
Total						

Comments

Extremely likely

- I have been pleased with how I have been treated
- Continued good service over 40 years
- Short waiting times, Good doctors
- Very good service
- Considerate and caring treatment from doctors + nurses
- Friendly, helpful. Brilliant service all round
- You can always get an appointment when you really need it. Staff + doctors are really friendly and easy to talk too.
- All questions were answered and advice given
- Friendly and helpful, listen to you.
- Good service
- Early appointment, good consultation
- Best of service, well explained
- An early appointment, quick, friendly and thorough examination, excellent explanations + diagnosis prognosis
- Gp's and staff always very helpful and efficient, and I'm always made to feel welcome. Consultations are always thorough and I always feel listened to and receive appropriate treatment and care. I also usually see the same GP which I find good as it helps to see someone you know and trust
- Not happy with previous GP practice - Seahouses
- Very good and efficient service, friendly service - Seahouses
- Everyone knows one another, approachable and friendly
- Fairly easy to get appointments, staff always pleasant, doctors always approachable

Likely

- People are all friendly and make you feel welcome – Seahouses
- Good service and happy staff

- Only comment/ Issue I have is when trying to book an appointment some mornings I get told to ring back another morning, when some people I know ring on the same day and get an appointment the same day?
- The staff are nice and make you feel welcome