

NHS Friends and Family Test September 2023

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 Mjog)	143	8	1			
Postcard	6	1				
Online						
Other						
Total	149	9	1			

Comments

- Knowledgeable and efficient and fully up to date with my history. Also, reassuring, and informative and a lovely person to deal with. Took my bloods with such skill I barely felt anything, and I have something of a phobia about needles!
- The reception and the nurse who took my samples were very nice and very professional.
- Dealt with issue over phone without needing to go to surgery. Future plan in place and medication prescribed.
- I had some questions unrelated to my appointment as the nurses were as helpful, kind and thoughtful as ever.
- I had no problem getting an appointment, staff were very helpful, overall service very good.
- Very helpful and informative nurse who answered my queries/questions.
- We have always found going to Seahouses Medical centre that all the staff are very professional, polite and very friendly and yesterday's appointment was no exception, first class.
- Have always had great confidence with doctors and staff at the surgery they really do a great job nothing is a bother to them that's why I have been with the practice for 16 years and very happy with it
- In on time. Pleasant, professional nurse. Answered all questions. Explained procedure.
- Excellent prompt, professional and friendly service
- The Practice nurse was very thorough. Asked about my general health and any medications. She listened to me sharing info about my urology issues. Hospital tests and an MRI scan 9 days ago, awaiting for results. Very caring. She took BP and weighed.
- My attendance was for the purpose of my annual flu inoculation. It was readily apparent that the bookings, which involved my village peer group, were well

organised and professionally accomplished. The staff were pleasant and efficient throughout.

- I was made to feel welcome by the receptionist and only had to wait a few minutes before seeing the nurse who dealt with me in a friendly and professional manner.
- Provided information on the procedure and when to expect outcome. Efficient, professional, reassuring, kind, courteous and most importantly listened.
- All the staff are very friendly, the nurse explained everything that she was about to do and asked if I had any questions.
- Amazing staff
- Surgery staff are always welcoming, knowledgeable and friendly. The doctors/clinical staff are the same, they give you time and listen. I've been a patient of many surgeries in England and find that the Belford / Seahouses surgery is by far the best.
- We were very pleased with our treatment today. The nurse was extremely helpful and understanding of the needs of two elderly patients and very friendly.
- Staff were very friendly and helpful, flu jab service very quick and efficient.
- A lovely nurse, so pleasant and gentle, never felt a thing !!And very grateful that we are all cared for by the NHS
- The nurse I saw was better than some of the other staff that work there.
- The doctor attentive comforting and left the surgery totally satisfied that I was going to live till 95
- It was my 1st visit to the practice. The receptionist was very kind and helpful, and the nurse was friendly and professional and made the appointment go with ease
- I arrived at the appointed time for my flu vaccination. My stay in the waiting room was only 3 minutes and everything was completed in a friendly and professional manner within 5 minutes in total.
- Always helpful and efficient
- Very friendly, good service
- All the services are excellent
- Always had good services and pleasant staff