

NHS Friends and Family Test October 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)	245	6	2	1		
Postcard	3	1				
Online						
Other						
Total	248	7	2	1		

Comments

- Very Organised, very polite reception
- Quick Appointment times. Minimal wait. Polite and friendly
- Never really had any problems. Flu and covid vaccinations slightly frustrating ended up booking in Berwick
- Not long to wait - very friendly practitioner
- Cheerful staff and prompt
- Appointment was running on time. Everything was well organised and staff were helpful and pleasant
- Friendly staff, comfortable environment
- Very helpful receptionist. Efficient nurse. No bruising!
- From receiving the invitation online to my phone, booking an appointment to getting the vaccination only took 10 minutes in total. Very smooth and slick.
- Seen promptly. Nurse was lovely.
- Very quick, efficient and as usual staff were very helpful and friendly.
- Friendly, supportive and on time
- Friendly. Clear communication and careful / caring.
- My appointment was on time and the two nurses that were there were very caring and made me feel comfortable about having my flu jab thank you
- Reception staff welcoming. Medical staff very friendly and reassuring. Fully informative about the procedure.
- Appointment was on time and the nurse was very efficient.
- Helpful, kind practitioner. Easy to talk to, responsive to needs.
- Friendly and reassuring, also well informed and happy to give advice.
- The nurse was very helpful and was a very good listener about my health care
- Nurse was lovely for appointment and friendly what made it easier for Evah to feel relaxed for her flu spray
- The staff at Belford are always very good helpful with anything you need.
- Very efficient covid/flu clinic. Staff were all attentive, keeping me informed of what was happening.

- Organisation excellent. Fast service but not rushed. Explanation clear and precise. Care taken over injections.
- Efficient, friendly and good communications prior to the appointment
- Well organised, efficient, friendly
- Appointment on time. Staff friendly and helpful. Blood test carried out efficiently.
- Friendly staff and excellent service
- I attended for a flu Jab and as usual Belford Surgery was like a well-oiled machine with all appointments planned and running smoothly
- Appointment easy to arrange. On the day quick efficient professional
- There was no problem and quickly executed and explanations of covid jab.
- The staff are all very welcoming and helpful, the nurse very professional and informative I'm grateful to be a patient at this practice. Thank you to everyone.
- The nurse was friendly and efficient. She explained everything well and I was pleased with the outcome.
- All very well organised, everyone pleasant and friendly. No time to get anxious about the jab so thank you.
- Friendly, efficient, professional and caring treatment
- Well organised clinic
- Very quick and efficient very friendly all.
- Slick system all the staff pleasant we were in and out in a few minutes definitely 5 star
- I was seen to as soon as I got there thanks to the efficiency of staff who were very helpful in showing you where to go and the doctors giving you the injection that you need
- Covid and flu jab done in minutes never felt a thing.
- Usual efficient service by the surgery. However, I wish timescales for the delivery of vaccines was made clearer to the surgery. I chose to go elsewhere for my flu vaccination because I didn't know when my practice would send me an invitation.
- Everything ran smoothly and staff were friendly and helpful. We had our jabs and were in and out in a few minutes.
- Everyone pleasant, helpful, and efficient- ran on time like clockwork. And most important painless!
- Very well planned and organised - like slick well-oiled machine. Well done everyone involved. 5*
- Very pleasant and efficient staff. In and out in three minutes. Thank you.
- Friendly greeting. Appointment on time. Lovely, efficient, professional nurse who administered my vaccination.
- Brilliant Practice. So efficient and friendly. Almost a pleasure to visit.
- Always good at Belford doctors, never have any problems getting seen by doctor
- Great reception staff and nurse was very informative and helpful.
- Went in on time and all took seconds to be done and out. Perfect.