

## NHS Friends and Family Test October 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)	380	19	2	3	1	
Paper form	10	1	0	0	0	
Online						
Other						
<b>Total</b>	<b>390</b>	<b>20</b>	<b>2</b>	<b>3</b>	<b>1</b>	

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

Telephone	<b>261</b>
Online	<b>82</b>
At Reception Desk	<b>47</b>
Other	<b>26</b>
<b>Total</b>	<b>416</b>

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

- Majority of responses said Yes

Other comments -

- Yes, all staff very helpful.
- Yes managed to get a convenient appointment
- Yes everything went very smoothly.
- Extremely friendly helpful receptionist
- Yes very easy online for vaccine
- Very slick and efficient service
- Yes very good professional manner and very helpful
- Receptionist very friendly and helpful.
- Yes staff were very professional
- Yes, receptionist was polite and helpful.
- Done it online quick and effectively
- Yes. I initially had to cancel my first apt but it was easily re arranged.
- Yes, receptionist very helpful.
- Yes, we were able to book an appointment for our vaccination together at a time that avoided our holidays.
- Very well. Original expected date was brought forward and the venue arranged for my convenience.

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

- It was friendly and efficient service
- All staff are very helpful and provide services to fit your arrangements.
- Pleasant receptionist. Nothing too much bother.
- Polite friendly staff, appointment on time ,nurse explained everything that would happen overall very good
- Everything was explained to me in terms I understood
- The receptionist used my Christian name. I liked that. The nurse didn't say 'Just a tiny scratch!' I liked that too!
- Appointment was within 5 minutes of allocated time
- Very quick appointment time and was seen straight away. Was made to feel very comfortable and nurse was very reassuring.
- Efficient, polite and helpful
- Staff always polite and accommodating. Waiting time was minimal.
- Professionalism & extremely well organised in a safe environment
- Receptionist took care to ensure I got the appointment I needed
- Everything was well organised and run efficiently
- The organisation throughout my visit
- The ease and choices available when making the appointment
- Efficient service as usual. Friendly staff.
- Good organisation and friendly faces!!
- Friendly knowledgeable receptionist
- The clinic was very well organised and staff were receptive.
- The ability to continue to see the same Doctor regarding my health issues
- Just calm and relaxed
- We were attended to as soon as we arrived at the surgery by the nurse for our jabs and she was very pleasant and caring
- Friendly efficient visit as always
- Easy to book appointment for flu and Covid 19 vaccination.
- The receptionist was very helpful as I couldn't attend the first appointment she offered. On the day of the appointment I was seen by the nurse at the correct time. She was friendly and efficient.
- The appointments for my husband and myself were convenient and we were seen promptly. Friendly efficient service - thank you!
- Friendly reception, quick efficient service, with little waiting time
- The nurse was very professional in carrying out her duties
- Helpful staff, the person who gave me my injections was kind, considerate and supportive. Also no queuing,
- Easy to book, appointment on time, GP very clear and helpful.
- Easy to book vaccination
- Swift and pleasant meeting with nurse.Very professional and reassuring.
- Always friendly & helpful

- Professional attitude but at the same time friendly and polite.
- The people working there are just marvellous!
- Everything went smoothly, we were seen on time and the nurse explained about the vaccine and why it was important to agree to have it. She answered our questions and we didn't feel rushed
- Everything went well and right on time. Staff very polite and friendly
- Great friendly reception staff who always go above and beyond to help us. The nurse was extremely thorough when she was doing the different tests.
- we are being so well looked after
- Guided me to and from the waiting room. Explained about the tests and any follow up. Kind, empathetic professional and remembered the last time she had helped dress a deep blister that had refused to heal. I felt heard.
- Friendly reception staff, quick appointment
- Prompt efficient, helpful.
- Going the extra mile – when accompanying my husband for his annual check, I mentioned to the receptionist that I had difficulties sending photos to the required link for medical records. She did this all for me in 5 mins.

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

- Majority of responses said No

**Other comments –**

- Calm voiced staff at times they can be a little annoyed at the client
- I personally would rather have silence in the waiting room rather than Radio Newcastle. That background sound can't be easy for people with hearing aids too.
- Nothing-was very happy with every aspect of my appointment.
- No complaints at all. An excellent practice.
- No my experience was faultless therefore there's nothing I can add.
- No found the experience good
- Everything went like clockwork
- Can't think of anything - it was all excellent!
- Everyone should have been asked to wear masks. Ironic really, given the circumstances!
- Couldn't have been better and that is valid for all my dealings with the surgery. Excellent!!
- No. I count myself fortunate to have access to care from this practice
- The experience was excellent, so you could have an excellent box to tick rather than topping out at very good.
- As usual my experience was great thank you to all at the Seahouses surgery

**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

- I have mentioned before that I think that the practice doesn't really realise just how good they are in comparison to other practices... if all practices were like this one then the country would be in a better state..that's not just blowing smoke it's a fact!
- Without hesitation. An Excellent Surgery with Helpful Staff and always efficient in its organisation.
- I have always encouraged friends and some strangers to visit Belford Medical Surgery when necessary.
- I would encourage any patient to ask for a change of appointment as I'm confident their request would be treated fairly.
- I already do. I tell anyone who has just moved here that yours is the best GP practice on the area.
- I have always found the care from the Practice to be extremely good. Thanks for all the hard work from the whole team.