

NHS Friends and Family Test October 2025

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)	230	18	0	1	1	0
Paper form						
Online						
Other						
Total	230	18	0	1	1	0

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

Telephone	169
Online	27
At Reception Desk	31
Other	23
Total	250

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

Majority of responses said Yes

Other comments –

- Yes, everything went extremely well.
- Regular test as always, a professional service
- Practice contacted me via NHS app
- Woman I spoke with was very helpful and quick to get me booked in
- Yes. The receptionist explained the system for having vaccinations separately. And the appointments for different age groups. That was helpful.
- Yes. Had to rearrange too and that was no problem.

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

- Friendly interaction, which put me at ease immediately. Options explained well and quick follow up results.
- High level of professionalism which led to me feeling at ease
- The phone was answered promptly and the person I spoke to was friendly and knowledgeable and dealt with the matter efficiently and well.
- So hopefully. Fixed an issue I've had for years (thanks so much)
- Sympathetic nurse, as I struggle with injections
- No waiting, straight in and very pleasant, friendly GP gave jabs.

- Very smooth, the nurse was a credit to her profession and to the GP Practice
- Efficient organization of flu/Covid vaccinations, friendly staff
- Friendly staff. Checking previous blood test results to make sure everything was covered in this one.
- The receptionist was so very patient. Trying to find appointment slots for two injections each for my husband and me. It was tricky. But she found a next day cancellation for our flu. Jabs! Brilliant!!

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

- Majority of responses said No

Other comments –

- More chairs in waiting room.
- Knowing that you would provide intelligible and jargon-free results from my annual review. I appreciate the system is outside the control of Belford Surgery but surely the patient's needs should come somewhere in this.
- No queue outside
- I know the practice can't do anything about it but car parking for patients is very often a problem.
- Let the patient say what days and times of the appointment

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 –

- Definitely recommend
- I would strongly recommend this practice to family and friends. All staff go above and beyond to offer a first class service.
- I've already mentioned to friends and visitors.. I have no family in Seahouses
- I would recommend it to everyone
- I would recommend this service unreservedly. Receptionists ..nurses and doctors.
- If the opportunity arose I would definitely recommend.
- extremely likely, my partner moved to Belford and Seahouses from Alnwick because of my recommendation
- Yes if they lived within the boundaries of Belford