

## NHS Friends and Family Test November 2022

**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)	208	13	5	2		
Postcard	6	5				
Online						
Other						
<b>Total</b>	<b>214</b>	<b>18</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>

### Comments

- Prompt and efficient service
- Very efficient on time to the minute, painless procedure my thanks to the entire practice
- I was dealt with efficiently by a doctor I know. Receptionist was pleasant too.
- Straight forward, very pleasant and helpful nurse, gave full explanation.
- Nurse was chatty and helpful and introduced herself
- All staff were kind and courteous. I was in for an invasive procedure and yet I felt completely safe and comfortable. They are very empathetic and thoughtful.
- Very efficient but friendly.
- I have been with this practice for over 30 years, I have NEVER been let down.
- I made a mistake on booking and staff sorted for me
- Because we had covid we couldn't make our original appointments, so Tracey rearranged everything for us -much appreciated. The nurse who did vaccinations was very pleasant and efficient.
- This was superb friendly service from the time you walked in. very covid safe Nurse was superb Thank you very much
- Professional, friendly service. A1
- Dealt with in a professional manner all queries answered
- The nurse was v easy to talk to and gave me useful information and ensured I had a chance to ask any questions I had.
- From booking appointments to being seen very efficient and. Professional, always a great service Thank you.
- Very caring and professional surgery everyone polite and helpful. Thank you all so much
- Well managed flu clinic, little waiting time and very efficient by both nurse and doctor and reception.
- Very efficient. Staff made me feel relaxed.
- Prompt and professional and put at ease

- A friendly, professional and efficient service provided by all the staff.  
Thank you
- I visited for my annual flu vaccine and found the nurse (who I hadn't met before) very friendly and the Injection was pain free!
- On time in and out had both vaccines nurse professional and nice
- On time and everything explained to me
- The appointment was on time and clear instructions regarding the reason for the appointment was given (annual medical assessment). appointment was professional courteous and friendly. Bloods were taken without any pain.
- Friendly staff, well organized and the nurse who gave me my Covid booster was lovely. I never felt a thing. Thank you.
- The receptionists are lovely. I was seen to promptly.  
The nurse was kind, friendly and efficient. I got my flu jab didn't feel a thing what's not to like.  
Big Thanks to All
- Prompt and very friendly whilst very professional
- Very friendly staff & the nurse who gave me the vaccine was brilliant? for someone who is petrified of needles I didn't know she'd given it biggest smile on my face
- The staff at Belford Medical Practice are all lovely. They always listen to my concerns and treat me with respect.
- I find everything with Belford Medical Practice is so easy. Communications are good, econsult saves us all time and the staff are friendly and helpful. Nurse today was lovely, I was in and out in 15 minutes.
- The staff are so pleasant and friendly at BMP, and always make you feel comfortable, listened to, and involved in your treatment.
- The whole practice is, in my humble opinion, brilliant and highly professional. Everyone is courteous and helpful plus there's plenty of humour. Jenna took an armful of blood from me, and I enjoyed? every second! Thank you so much everybody!!
- Staff were very attentive friendly and professional
- Belford Surgery and the NHS in general has treated me brilliantly as they always have since I was a baby. Lovely as always.
- So lucky to have lovely friendly, understanding staff at the Belford medical practice.
- All the staff are so friendly. Didn't have to wait long. Didn't feel a thing.
- Helpful staff and excellent service from the surgery.
- Always a good experience
- Friendly and willing to help.
- Helpful staff. Easy to make appointments, although to would be good to return to in-person appointments.
- Great GP service always try their best to get patients correct care and appointments promptly.

