

NHS Friends and Family Test November 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)	192	14	1	3	0	1
Paper form	8	3				
Online						
Other						
Total	200	17	1	3	0	1

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

Telephone	150
Online	16
At Reception Desk	27
Other	29
Total	219

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

- Majority of responses said Yes

Other comments -

- Yes, done quickly and efficiently
- There were issues around organising a blood test for a hospital phone consult, but the Practice was able to resolve them.
- Yes, I used a link from a text message which gave me a choice of appropriate appointments.
- The practice contacted me to make the appointment as it was required, very helpful.
- Yes, very quick and easy
- The practice contacted me to arrange the appointment, and everything was perfect.
- Yes, offered a choice of appointment times.
- Yes, I arrived early and was seen promptly, the nurse who took my details and blood tests was extremely friendly and professional.
- Yes. In contrast to my previous practice, I was able to get through quickly and speak to someone.

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

- The staff felt empathetic to my needs.
- Pleasant helpful member of staff who carried out the appointment who explained everything clearly.
- Belford medical practice is second to none. The reception staff, nurses and doctors are all superb.
- Staff pleasant and efficient
- Excellent service very good friendly staff as always
- My mind was put at rest. Lovely introduction. Was polite.
- Receptionist rang back with information as promised.
- Lovely lady, put me at ease & very reassuring.
- The efficiency of the staff
- Punctual appointment. Nurse pleasant and professional.
- Very friendly cheerful staff and very gentle care in taking the blood sample.
- On time and very friendly staff
- They were flexible to accommodate my having to travel by public transport. I was guided to the consulting room by the nurse. The nurse knew how to guide a visually impaired person. I was not hurried up as I am slow fastening up my coat etc.
- All the staff at Belford are excellent.
- Everything went well from appointment to being seen.
- Efficient nurse friendly and caring attitude
- Attentive, patient, and thorough. Prepared to listen.
- Very efficient and polite
- Prompt and efficient appointment arrangement and positive, friendly Interaction with the nurse.
- Friendly and professional. Explained everything clearly.
- Friendly and welcoming staff
- Happy relaxed environment
- My telephone conversation was managed very well. I was informed very clearly what the call was about and given time to respond. Friendly and efficient
- The receptionist was extremely pleasant.
- Friendly helpful team
- Staff are polite and helpful.

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

- Majority of responses said No

Other comments –

- Everything was perfect as all dealings are with the practice.
- You are all doing amazing.
- Everything was great.
- No not really, I'm fine with everything.
- Accurate information and explanation. And planned management

- Really miss personal contact

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