

NHS Friends and Family Test December 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)	68	4	2			
Postcard						
Online						
Other						
Total	68	4	2			

Comments

- Didn't wait long, nurse very nice, bloods taken no trouble
- Well organised and professional staff
- I was given all the information I needed and then received the treatment all in a professional manner.
- Practice Nurse was very professional, told me before she did anything exactly what she was doing. I had an pneumonia injection and explained any side effects there might be, just in case it happened. Was a very relaxed appointment.
- A very professional nurse.
- The nurse was very helpful and very knowledgeable and felt comfortable talking to her.
- Alisa and Dr Miller we're very, friendly, approachable and professional throughout the whole appointment. They could clearly see I was nervous and put my mind at rest, reassuring me throughout and answering lots of questions informatively.
- Prompt efficient very friendly
- Jenna was fantastic when she took my blood and explained future options. Appointment dead on time. No problem that I had my 2-year-old granddaughter with me. You all do a fab job!
- Really, really friendly, helpful staff. What a great efficient service. Thank you.
- I have always found the staff at Seahouses medical centre, very professional and efficient. Especially Lyndsey and Tracy in the office and reception.
- Excellent customer service from Dr and Office staff and Pharmacy. how it should be. Well done.
- Helen was really helpful and thorough. Explained everything in detail. Very happy with appointment.
- Excellent support team appt on time and procedure was carried out very well.

- The receptionist was smiling & friendly. The waiting room was very clean & spacious. The nurse was really lovely. I was also able to chat to her about my failure to donate blood yesterday due to slightly lowered haemoglobin & she was very helpful.
- On time, pleasant, efficient and helpful.
- The nurse that administered my vaccination was both kind and efficient and made me completely at ease. She made it a pleasure to visit the practice.
- I like to see my doctor face-to-face. Too much can be missed with a phone consultation. I have no doubt the practitioner I spoke to was very knowledgeable and wished me well, but it was what it was - a phone call between strangers.
- Seen quickly by a knowledgeable, efficient, and friendly nurse. Couldn't have been better!
- Wonderful people always there to help and support their patients.
- We were seen to within minutes and the nurse was excellent in her manner and efficiency, my wife and I both had our shingles vaccinations and hardly felt a thing, excellent.