

## 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						
<b>Total</b>	<b>68</b>	<b>4</b>	<b>2</b>			

### 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.