

## NHS Friends and Family Test February 2023

**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)	72	10	1	0	1	0
Postcard	11					
Online						
Other						
<b>Total</b>	<b>83</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>

### Comments

- Efficient organisation, friendly staff
- Efficient service. Really lovely nurse. Very helpful receptionist.
- Appointment on time and nurse took blood and explained everything clearly.
- Attended for pneumo jab. Helen was very kind and helpful with regard to my anxieties about adverse reactions, taking time to listen and also checking with the Dr.
- The nurse was very nice and professional
- Very friendly and explained everything fully
- Excellent throughout my appointment the nurse was very friendly and caring so I'm very happy with everything she explained to me
- Ailsa the nurse was professional, polite, and interested in my general health. She explained the procedure and the reasons for carrying out the blood test. My experience overall was very positive and relaxed.
- Staff are always super friendly, always feel at ease and comfortable with Ailsa the nurse she is fab!
- Hardly any waiting time. Thorough consultation and all my questions answered. I feel very well looked after at Belford Medical Practice.
- Treated by a very professional and friendly medical professional
- I attended for a vaccination, before I went in I was asked to take my blood pressure in reception, turned out to be high, I was exceptionally pleased with the care given by both Practice Nurse and Dr
- Wasn't rushed took time to answer my question
- Appointment was on time and the staff at surgery are helpful and pleasant
- Always kind helpful and understanding, they've been great to me for over 25 years
- The nurse was very good. went through my procedure. Then went through my diabetes. I felt very comfortable.
- Friendly & professional. On-time appointment.

- Excellent receptionist and the nurse were friendly and interested in me and my concerns.
- Very friendly and supportive staff. This was also evident when my wife Mary was seen on Wednesday by Doctor Cannon. Overall, we could not fault the service from both Doctor and Nurse
- Friendly reception staff, as always excellent nurse made to feel very comfortable.
- The GP surgery have been and are still being very quick with doing tests that need to be carried out and are quick with responses when using the e consult. Very efficient service and I can't thank them enough for helping me and taking me seriously.
- I was only having me blood test done and as usual it was on time as per the appointment.
- Because took a while to get my blood and the nurse was very patient.
- The receptionists are lovely, I was seen promptly. The nurse, Helen, was efficient, so kind and friendly. I had blood tests, didn't feel a thing. Thanks for everything
- Seen on time and the consultation went well
- Everyone at the practice is so helpful and the medical staff are thorough and compassionate
- I always have been treated well. Communication is very good. Doctors/Nurses/Receptionists listen well. Sometimes it is difficult to get an appointment.
- Always treated well
- Very helpful and friendly
- I find the service very good as I mostly use online appointments etc
- Always good and friendly service.