

NHS Friends and Family Test March 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)	106	11	0	0	1	0
Paper form	9	4	0	0	0	0
Online						
Other						
Total	115	15	0	0	1	0

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

Telephone	102
Online	2
At Reception Desk	11
Other	16

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

- Majority of responses said Yes

Other comments -

- Extremely friendly and helpful
- Yes the receptionist was very attentive and also answered my questions about ordering prescriptions for my holiday
- Yes I was offered a choice of times

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

- How nice I was dealt with in the telephone
- Friendly and helpful
- Prompt
- Quick
- Always happy to help. Kind Staff
- On time, treated very well. Next appointment booked. I like the text reminders about appointments. Thank you.
- Very helpful and friendly
- Friendly staff
- Very informative nurses made me feel at ease
- Helpful pleasant people

- Friendly efficient staff. Prompt appointment/contact
- The receptionist was able to provide a telephone slot for the same day
- Good monitoring by practice and friendly review
- Everything. Receptionists are always very helpful and friendly. The nurse I saw was lovely and very professional
- I was recognised and treated like a friend
- Really kind doctor and gave me confidence that I didn't have anything to be concerned about
- The receptionist was very professional, polite and friendly
- Very efficient and helpful
- Answered quickly and no problem making an appointment
- Efficient and helpful
- Quick and Professional
- Both appointments I had at Belford this week went very well with both health care professionals taking time and listening to my concerns and offered excellent and thorough advice
- Great Staff
- Girls are always polite and helpful
- Easy booking the appointment, friendly service
- The nurse was so helpful and talked me through what is going to be best for me moving forward
- On-time and treated with care and professionalism.

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

- Majority of responses said No

Other comments –

- No really well looked after
- I received an abrupt letter suggesting I hadn't been in touch re my appts and meds but I had and letter was not signed so not accountable
- No, you are made to feel at ease when visiting the surgery, thank you!
- Make invitations to make an appointment more specific and less generic. For example, my text invitation said I needed to bring a urine sample when this is not required for an annual asthma check.
- No. The standard of care and attention for patients remains very high
- Make it easier to have contact with the doctors either by phone, email or face to face.
- As I was not seeing a doctor it was ok but the triage system drives me mad
- Nothing -keep up the same wonderful service
- Yes. To be given a face-to-face appointment when I asked instead of being told to have a telephone consultation.
- There does seem to be issues with the nhs software package that often fails.

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

Other comments –

- I'm not quite sure. I like the practice generally but find being pushed toward a telephone conversation dispiriting especially as they know I have memory problems which render a telephone consultation useless.
- Definitely. This practice is excellent and I'm happy to be a patient.