

NHS Friends and Family Test July 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)	74	1	2	1		
Postcard	4	2				
Online						
Other						
Total	78	3	2	1		

Comments

- Friendly reception staff always feel listened to by them and GPs.
- Even with immense pressure of the NHS, Belford Practice always manages to sort appointments very promptly and sees to the care of their patients faster than most other surgeries in the area.
- Staff always helpful
- Friendly reception staff
Clean environment
Friendly nurse who carried out the task professionally.
- In on time and blood taken. Thank you.
- Excellent service as always
- The appointment was early, and the nurse was very friendly and helpful.
- People listen to the problem/ question and either answer clearly or seek an answer.
- All the staff from the reception to the nurse made me feel welcome and comfortable thank you.
- Both the doctor at one appointment and the nurse at the other treat me very good and professional
- Very friendly & reassuring. Asked questions first/explained everything about jabs then did them very quickly.
- On time. Friendly, informative, and professional. Blood taken well too.
- The Nurse was very efficient and gentle taking my bloods.
- Very friendly people, everything clearly explained, and all my questions/queries answered.
- On time, efficient, helpful, good at explaining what was and will happen.
- There should be an outstanding option. From the telephone call to the advice to the blood tests, honestly faultless service as always with this practice. Very lucky to have such a wonderful team.

- I was having bloods taken, I have a fear of needles, the nurse that took them was lovely and talked to me throughout the procedure and put my mind at ease. Can I just say I didn't even feel the needle going in. I didn't get her name but thank you
- Good service from arriving reception good and very helpful nurse.
- Everybody polite, helpful, and efficient.
- Everyone who works at Belford medical practice is well informed, polite, and interested in patients. The service is seamlessly efficient in my experience, and good at managing expectations and treatments.
- Efficient staff and nice polite treatment from the doctor.
- Very professional and very informative. Gave me time to understand what is wrong with my hand and how we can proceed.
- The nurse I saw today was very pleasant and attentive as always.
- My GP was attentive and caring. Listening carefully to my description of many symptoms making me feel very ill ..and feeling I have no quality of life. He acted swiftly taking blood tests and asking me for samples to be returned to the surgery
- I asked the nurse a few questions and she was very helpful and put my mind at rest.
- Appointment on time. Nurse friendly and competent
- The service is always good, timely and knowledgeable.