

NHS Friends and Family Test September 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)	82	6	1	1		
Postcard	10					
Online	1					
Other						
Total	93	6	1	1		

Comments

- Made to feel relaxed and at ease.
- Appointment on time and very friendly staff
- Thorough check and referred immediately to Gp where we had a plan immediately
- Appointment was on time. Helpful friendly Nurse.
- I spoke you Ailsa, who is extremely professional at her job
Gave me great information and advice
- I always feel comfortable at the belford practice group good doctors and nurses and reception staff 10
- The staff at Seahouses are always friendly whilst professional.
- Jenna was very professional in her approach to taking my blood this morning. She did advise me that I was her first patient out on her own after training which I thought she did not need to.
- Very attentive. Great information.
- Very friendly and put at ease explained everything
- Appointment on time, young lady on reception polite and helpful. Nurse who took blood sample top notch and also gave me advice on how to deal with a cut given I am on a blood thinner.
- The nurse was very thorough & was happy to discuss any concerns I had regarding my health.
- Pleasant and efficient staff
- Appointment was on time and the service provided excellent
- Ailsa explained very clearly about the vaccination I was having. She's reassuring and professional.
- Very efficient and caring staff
- Nurse was very professional and took the time to listen to my concerns
- I was greeted warmly at reception. Appointment was on time. Shishi was lovely. Put me completely at ease, being friendly and professional. The smear was carried out efficiently and most importantly painlessly. An excellent experience all round.
- It was right on time and I was out in ten minutes.
Reassured that they would see me again if I had more bother with my skin.

- Felt Helen listened to my queries responded by giving me advice as to how I progress to a satisfactory outcome.
- Always polite and helpful.
Amazed how quickly I saw nurse, Dr and hospital apt. Thank you.
- Always nice, polite and well cared for
- Staff were very attentive and friendly
- Always very helpful
Always very friendly, efficient and organised. Staff always very friendly and willing to help.