

# NHS Friends and Family Test January 2016

Question – “How likely are you to recommend our G.P. practice to friends and family if they needed similar care or treatment?”

Comments Received	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
Online						
Postcard	24	4	1			
Other						
Total						

## Comments

- Don't feel uneasy about visiting the surgery always make to feel welcome.
- Always friendly, helpful, **mostly** on time, good advice and good (medical) service.
- Very competent friendly staff doctors, practice nurses and reception staff. Can always get an appointment when required.
- Very friendly, helpful, polite and ready to listen when you have a problem.
- Swift and efficient and good doctors.
- Caring attitude of doctors and staff.
- The best medical attention I can remember 1<sup>st</sup> class
- Confidence
- Always helpful whenever I have contacted surgery.
- I have always been happy with this practice – best I have ever been part of. Everyone treats us with respect, is pleasant and listen to what I say.
- Quick, friendly, efficient.
- The doctors, nurses and receptionists in this practice are always obliging and pleasant. My experience has always been good and I would recommend anyone to join.
- Very helpful practice easy to see your doctor.
- Very helpful friendly staff but would love them to have name tags to put a voice to a name!
- Great doctors and staff.
- Doctors and staff are efficient, helpful and friendly.
- Have every confidence in this practice
- Friendly practice, positive feedbacks.
- I have been coming to Belford all my life (70yrs) and I have always been attended to in a very 1<sup>st</sup> class way.
- Comprehensive and empathetic consultations
- Always very pleased with the service I have received, and the quick response to medical matters.
- Treated as a person. Great listening skills and communications trust all surgery staff.
- Friendly, efficient and effective service, no unduly long waits for appointments. No complaints
- Everyone is very helpful, nothing is too much trouble, would recommend to my family and friends.
- Doctors are good but I am thinking of changing to another surgery. Sometimes feel they don't listen to you and some doctors are very patronising I think.