

NHS Friends and Family Test February 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 | 14 | 4 | | | | |
| Other | | | | | | |
| Total | | | | | | |

Comments

- The service is first class, the attention the same. One really feels secure and listened to and the doctors , nurses care genuinely about your issues.
- I have always received excellent care, The receptionists are friendly and always helpful. The medical staff have been thorough with treatment, I am pleased to be with this practice.
- Always had excellent service.
- Fantastic service always given at this surgery.
- Surgery extremely helpful and efficient.
- Very caring, helpful, understanding. Never have problems with appointments.
- Our family appreciate all the time and effort by doctors, nurses, and receptionists excellent service from Belford/Seahouses
- Prompt attention and not rushed. Felt that my concerns were listened to.
- Always professional, helpful and polite. Premium service for appointments and repeat prescriptions excellent follow up.
- I have never had any problems with the standard of care I have received from any member of staff!
- The service is excellent no problems
- Same day consultation. Reception first class. Doctors always have time to listen to your troubles.
- Organised friendly practice, prompt appointments, uses specialist nurses well. Easy to contact and speak to nurse or doctor.
- Happy with my treatment.
- My partner has complicated health issues and has received good support including telephone support with changes to medication and the GP that has worked in partnership with neurologist. I myself have received good advice and care. Appointments can be made although if you want to see a specific GP sometimes you have to wait as they divide their time between two surgeries or only work 2 days a week. However have always received a good service.
- The practice provides a good service. Reception are excellent, and always help when it is needed.

