

## NHS Friends and Family Test April 2017

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            | 1                |        |                            |          |                    |            |
| Postcard          | 12               |        |                            |          |                    |            |
| Other             |                  |        |                            |          |                    |            |
| Total             | 13               |        |                            |          |                    |            |

### Comments

- Friendly efficient service
- Excellent care and service
- I was happy with the advice and support
- My concerns are always dealt with in a caring and professional way always thorough and well explained
- Dr Moss always has time to listen to your problems and put you on the right track for treatment
- Waiting times are reasonable but appointment time does not feel rushed
- I think that the Belford practice offers a very good service and that they care about all their patients. Carry on with your good work.
- You can get appointments quickly and do not have to wait for days.
- Local – 4 miles from home, friendly staff and great Doctor Moss – always wonderfully professional especially whilst inspecting my baby and I
- Great communication with all staff
- Very friendly helpful staff. Doctor very pleasant, helpful and explained everything in detail. Very easy to talk to. would certainly recommend to family and friends
- Always friendly and willing to listen.
- I'm extremely happy with my GP Dr Moss, couldn't have asked for better. All nurses and receptionist are very pleasant and helpful.