

## NHS Friends and Family Test June 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	15	2				
Other						
Total						

### Comments

- All staff helpful and everything explained well.
- Very Good Care
- I am on holiday locally. My request for an appointment was met on the same day. Staffs were friendly and helpful in reception and Dr Barth was friendly, reassuring and prescribed medication appropriately. I could not have wished for better attention.
- I have just registered as a new patient, and had to go through the procedure of form filling, blood pressure, height and weight measuring, and the two ladies on duty today were extremely helpful, pleasant and friendly, which made my first visit to your surgery a very nice one. Thank you.
- Always had excellent service and pleasant experience. The practice is run with supreme efficiency and totally organised for the patients benefit.
- Always helpful and make you feel like a person, rather than a statistic.
- Very good service
- Friendly staff and made to feel welcome and comfortable
- Belford Surgery has always been supportive and helpful and a very traditional country practice.
- All of the staffs are efficient and friendly. You can usually get an appointment on the same day which I know isn't always possible at GP surgeries a little further afield with a higher population.
- We have moved from Middlesbrough to Haggerston and this practice has been very helpful for my family always there when we have needed them.
- As an “outsider” to this surgery, I am well impressed by the overall efficiency of the service which was an emergency appointment. The best experience at a GP's I have ever had! Many thanks.