

# NHS Friends and Family Test November 2015

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	20	5				
Other						
Total						

## Comments

- The doctor really listened to me and is referring me to the appropriate place to help diagnose my condition. I didn't feel rushed during my appointment and felt my concerns were taken seriously.
- Consistent level of care and good advice
- Always find everybody extremely helpful
- Highly satisfied and happy with the care and attention this lovely practice gives to everyone in the Belford district.
- He always listens
- Great doctors and receptionists who fit you in wherever possible. We are lucky to be part of a rural practice.
- Excellent service
- Always had an excellent service when required
- A high quality and caring service, doctors always listens and provides rational sensible advice
- Helpful staff and being able to get an appointment at short notice was very helpful.
- Good doctors in a local practice friendly and helpful reception staff
- All doctors always have time for patients and explain well. If urgent an appointment can generally be arranged for same day or telephone conversation. All staff very helpful
- I have always found the doctors and staff extremely friendly supportive and professional
- Friendly staff and doctors also you can get an appointment easily
- My experience of this practice in the last 12 months has been excellent in every medical respect
- Always get appointment when needed. Doctors listen to concerns even when rambling on. They discuss treatment and give you the opportunity to discuss how you would like to be treated.
- Staff are always very friendly and helpful. Although I do not visit the practice often you never seem to have to wait long for and appointment
- I receive good service most of the time
- Please don't change date of managed repeat meds when on 28 day rota when the new date exceeds 28 days and the patient isn't notified. Results from xrays and test not being posted out or communicated with patient. Dr Barth is a lovely patient and understanding doctor. She has been very helpful and insightful I would certainly recommend her.