

NEWBURN SURGERY FRIENDS AND FAMILY TEST **June** FEEDBACK

We are most grateful to patients for taking the time to respond to the Department of Health Friends and Family Test. The results of your feedback are as follows in response to the question **“How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment”**. There were **19** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
13	5	0	0	0	1

95% of patients would recommend the surgery to their friends and family.

Some patients gave their approval for us to publish their comments in response to the question **“Is there anything you want us to improve upon?”** We very much appreciate the time taken to provide more detailed feedback. These comments are as follows:

Being able to see Dr of choice to have continuation in health problems
The staff here are awesome, always so friendly. Although sometimes I have to wait a long time to be seen
Waiting times, other than that everything is great. Best local doctors
Yes – I felt that Dr* didn't listen or want to, came away from my appointment very disappointed and feeling worse than when I came in. Reception staff and nurses are amazing – always try to help with appointments etc. Drs *, *, * and * are outstanding
Later surgeries and more week end practices please
No problem at all with anything at Newburn Surgery
The doctors have always been extremely professional, courteous and prompt with their medical expertise, diagnosis and treatment
Hand sanitisers in Reception.
NO
Great service and friendly staff
Happy with service and my GP
I've always found everyone to be most helpful. If you need advice they listen, then help you. As for improvements maybe a bigger surgery with more parking and a couple of seats in the waiting room for handicapped people.