

NEWBURN SURGERY FRIENDS AND FAMILY TEST **May** 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 **66** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
55	10	1	0	0	0

98.5% 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:

Very good
Maybe open a little earlier (to book an appointment) but only because I start work earlier than the norm so need to stop work to make an appointment. This is a very minor thing though
The staff is very friendly and helpful, nothing to change on that front. Just wish I dint have to wait for on time appointments
A really good GP surgery – very efficient
Have had to chase up information a couple of times but everything else is good
The surgery feels a bit tired but the staff is excellent.
Footstool in nurses Room 6. Difficult for patients needing foot dressings changed. Thank you
I've never had any problems with this GP practice
No, just keep doing what you are doing
No, I've recently registered having been with a practice in Durham and this practice is excellent in comparison 😊
Maybe to be able to book for a nurse on line too
No, I think the facilities are great
More staff to answer for emergency appointments at opening time, sometimes difficult to get through – or a hold/wait service
No
“if it ain't broken don't fix it”

No – leave it alone, it is great as it is
Nothing to point out, great care and attention
No, can always get an appointment within a day or two. All staff very friendly. Many Thanks
No
No – Drs and staff are excellent
Nothing medical – a fan in the waiting room would be lovely though. Thank you for a great service
Nothing apart from updates if doctors are running behind
New building – present one very dated
Might be helpful to put the dates of Saturday morning surgeries on the TV screen or electronic screen above reception
Always find services very helpful
No- always had perfect care as soon as needed
I absolutely love this practice. Everyone is so helpful, from receptionists, nurses to doctors. Highly recommended
If it's not broken don't fix it. 😊
Not a thing. I am very happy with service
Very good service. Staff always very helpful. Much better service than where we used to live. Only lived in Newcastle 3 years
No, happy with quality of service from reception, nurses and doctors
Nothing to improve. Everything 100%
Staff do their best 100% of the time