

NEWBURN SURGERY FRIENDS AND FAMILY TEST July 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 **51** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
36	12	1	1		1

92% 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:

Appearance of GP practice – updating
Everything has been fine so far – not long joined
Nothing
The surgery is run very well. Drs take their time & listen to patients. I don't think improvement is necessary
No – happy
Regular doctors to see. Have to explain problems over again and they don't know your history eg, giving you tablets and advice you've already had
Our GP practice is great and I would highly recommend to to everyone
Everyone is helpful and kind
Had a bad appointment with Dr#. Wouldn't want to see her again. She made me feel worse and upset and like I had wasted her time, went out her room wondering why I had bothered to cone down as I was having one of the worst weeks as far as pain was concerned
No I'm very happy with the help I get from everyone
No - great GP practice. Always able to get an appointment
No
No- happy with everything here
I'm very happy the way things are – good service all round

I do not think you could improve on anything. I read where people often have trouble getting to see a doctor at other places but I have found I always do not have to wait very long at this practice
No
The stairs – level access would be better for all rooms
No – Newburn Doctors has always been an excellent service
Always been good to me and my family
No - everything marvellous
No problem at all, either for appointments or with the doctors
Everything is excellent
Good care and treatment
Décor – needs updating
Parking
Can't improve on perfection! – brilliant service
Not a bad service but phone could be answered quicker