

NEWBURN SURGERY FRIENDS AND FAMILY TEST **August** 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 **18** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
16	2	0	0	0	0

100% 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:

No
No problem at all at Newburn Surgery
Would like to see Saturday morning opening
You couldn't do more to improve it. The staff is so good. Long may the good work last?
Nothing 😊
Great doctors, receptionists and nurses. Always prompt and courteous. I don't think they could improve on anything
After recent major surgery Newburn Practice have really looked after me. Showing brilliant care from receptionists to GPs. Nurses' care has been amazing. Absolutely brilliant surgery.
Nothing I am happy with everything
Nothing I can think of
1 st Class care
Excellent service both with doctors and staff. Would not go anywhere else. Thank you