

NEWBURN SURGERY FRIENDS AND FAMILY TEST **Sept** 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 **44** response forms in this month.

| Extremely Likely | Likely | Neither Likely Nor Unlikely | Unlikely | Extremely Unlikely | Don't Know |
|------------------|--------|-----------------------------|----------|--------------------|------------|
| 34               | 10     | 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:

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| **blood nurse – it’s the first time I’ve given blood and had no problems, normally they try loads of time. Would prefer to see her every time I got blood taken as everybody else has had bother, I couldn’t even feel it. |
| Parking could be improved  |
| All ok   |
| No   |
| Text messages are a must for me. 3/3 failed but now resolved.  |
| Time keeping   |
| Clone Dr *   |
| No   |
| I think everything about the surgery is first class; reception, nurses, doctors  |
| Improving waiting times  |
| There is nothing as far as I am concerned, it is a pleasure to come to the surgery for the excellent and friendly staff and doctors  |
| No, really happy with the surgery, especially good with children   |
| Not really – got an appointment with a GP within 24 hours – Brilliant. Husband has online access which is really good  |
| Highly recommend, the doctors always make room to see you and make you very comfortable and at ease  |
| No   |

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|---|
| Not really, Everything is alright , no problems   |
| It would be difficult to identify a weakness in the practice: Excellent   |
| Service has been ok with all the staff  |
| Nothing   |
| Try to be more punctual if and when possible  |
| Not at the present time. As far as my treatments have been, things run extremely well and I have been well taken care of  |
| No  |
| All ok  |
| No I am very happy with the service which has been provided for 35+ years. Reception always polite, nurses interactive, doctors have always been attentive caring and strive for continued care |
| Everything is excellent. Drs, staff and reception   |
| Two late night surgeries, 19:00 – 22:00 as well as a Saturday surgery 10:00 – 14:00, would greatly benefit shift workers like myself  |
| All staff members are very helpful either by phone or face to face. All GPs I have seen are more than willing to answer my questions, which are plentiful                                       |
| First class service always  |
| I think the service here is excellent. Sometimes the waiting times can be strenuous so they could help by speeding things up.   |