

NEWBURN SURGERY FRIENDS AND FAMILY TEST OCT 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 **34** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
25	8	0	0	0	1

97% 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:

The décor – a bit out of date
No
The waiting time to see nurse
None , very happy with the service
Everything is always very pleasant – thankyou. All doctors are always professional and lovely
They are all very helpful, all the time. They are very good to my friends and family – love them all. Thanks
I’ve just registered with the practice and I am very impressed with the service provided. Appointments made very quickly, staff all friendly and professional
Wait time for appointments- lateness
No
Nothing. Newburn Surgery has very helpful staff and excellent doctors. Best surgery I have been with in a long time
Waiting times for appointments
Generally service is very good, can get appointments very easily and arrange tests, call backs no problem, compared to friends who have problems with their GP surgeries elsewhere. Good service , would recommend
No – friendly staff, always helpful
Excellent

