

NEWBURN SURGERY FRIENDS AND FAMILY TEST **NOV** 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 **45** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
34	11	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:

Don't fix what is not broken
Like it as it is
No everything is spot on
No
Nothing comes to mind. I have had very good service over the last 39 years. Thank you
No, everything is great
No improvement required. Always able to secure an appointment when required
Can't think of anything off hand. The problem is waiting for hospital appointments and treatment but that is not the fault pf the practice.
The only thing that I would love to be improved is waiting times
Nothing to improve on, 24 years at this surgery with no complaint
I don't think there is anything that could be improved. Very happy and satisfied with this surgery. Excellent!! Keep up the good work
No I think the service is very good
More appointments as very hard to get seen when poorly
No I don't think so
Great Service – why change
Excellent Staff
Don't think you could improve, the service is amazing as is all the staff and doctors

All great
This is a very good surgery
Appointment times and surgery updated