

NEWBURN SURGERY FRIENDS AND FAMILY TEST **DEC** 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
13	3	1	0	0	1

89% 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:

Appointments available. Keeping to appointment times
Nothing at all. My last minute request was dealt with so politely and professionally – busting the stereotype myth of doctor receptionists and appointment availability. This practice should be highlighted as a role model for others who might not be “getting it right”. Well done and thank you very much
No
No , I have always had a positive experience at this surgery
No, I think you provide an excellent service. I particularly value your flexibility when special needs arise.
Do not always feel confident in junior doctors and don't appreciate needing to make a second appointment due to doctor being unsure
No
Excellent surgery
Service is excellent
Keeping me going