

NEWBURN SURGERY FRIENDS AND FAMILY TEST **JAN** 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 **35** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
23	12	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:

Be able to book more appointments for a Friday ahead of time
More on the day appointments. Online System should be to reset password etc without contacting the surgery
The only thing I have personally found difficult is getting an appointment in the afternoon
More flexible appointments if you work. I know it's impossible but more appointments and phone appointments available
N/A Lovely surgery, friendly and helpful staff.
Nothing
Excellent doctors practice, friendly staff and always able to get an appointment within a good time
Nothing
New to the practice but so far very happy.
Only thing would be parking but it's not possible where the surgery is
Nothing everything is excellent
None at all
No everything is fine
Appointments being easy to get
I'm fairly new here and as yet there's nothing I would change. I have received excellent treatment
None