

NEWBURN SURGERY FRIENDS AND FAMILY TEST **February** 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
12	4		1	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:

I am so far satisfied with the service provided by the practice and had a positive experience with all the GPs, nurses and staff
Had a 10.10am appointment with Dr *. He/she passed and went upstairs at exactly that time with students. I was the only patient in the waiting room. It is now 10.25am and he/she has not come down. I have another appointment and cannot wait any longer.
Nothing
N/A
I have always found all staff to be very understanding and helpful in all matters. Always polite and caring. Doctors too. I always say when something works well don't change it.
Happy with the service, never wait too long to get an appointment, friendly staff, helpful doctors
No
A lot of your GPs do not seem to have much knowledge regarding pregnancy. I have received false information from your GPs regarding pregnancy. Luckily I have a good midwife
So pleased you still can ring and book an appointment – unlike other doctors surgeries where you have to ring every morning and wait for a doctor to ring you - so ridiculous! Well done. I get an appointment every time I ring here.
Fresh water in water machine!
Parking is sometimes difficult
Great service

No. Very pleasant staff – clean and tidy.
No