

NEWBURN SURGERY FRIENDS AND FAMILY TEST **March** 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 **38** response forms in this month.

Extremely Likely	Likely	Neither Likely Nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
26	11	1	0	0	

**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:

On the day appointments – struggle to get through at 8.30 to get one and when I have they have all gone
No – not really
I have recently joined the practice and have been very impressed with everything from getting through on the phone to reception staff, Drs and nurses
It is now difficult to get appointments to fit in with working times. Told to ring on the day – this is impossible when at work
I have always been satisfied with the doctors, nurses and reception
Very satisfied with all systems. Please DO NOT change- especially the phone and appointments system – all works fine
Always able to get an appointment on the day. Staff all helpful and is a friendly practice. Only negative – sometimes it takes a while to get through on phone but that’s because they’re busy.
Waiting time
No, everything fine
Not really
Actually being able to get an appointment when you ring up up the day
No, everything is good
I feel to ring for an appointment can sometimes be frustrating. I realise other patients are already booked in but sometimes they really do exceed their allotted time

Nothing – everything fine by me the way it works
Always able to get an appointment and staff always welcoming and understanding. Don't think you can improve on that. I have been a patient for 44 years and soon will be moving out of your area and I don't want to have to move Drs – can you widen your catchment area?
Let patients know if there will be a wait. Louder buzz when the doctor is ready to see you
No. Girls are very helpful and do a great job!
Change from phoning first thing to try and get appointments. Go back to booking them the old way – when you want them!
Quicker appointments – not having to wait two weeks
Improvement of the appointment system.
Getting appointments quicker
Later appointments times more than one day a week
Nothing to improve at this GP surgery. A am getting a lot of help from the GP
Nothing springs to mind