

NEWBURN SURGERY FRIENDS AND FAMILY TEST **APRIL** 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
18	12	6	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:

No, we have no complaints
No, happy with the waiting times. Appointment booking system and the staff themselves. Excellent surgery, wouldn't hesitate to recommend it.
Everything fine. If not broke don't change!
No improvement needed but fortunately I don't need to come very often
No. keep up the good work
Parking ☺
Waiting times for an appointment
Hard to get an appointment sometimes and some doctors diagnose off internet! Could do that myself. Surgery could e updated
Availability of evening appointments