

# What our patients think of us!

In July 2023, the practice received **200** replies to the Friends and Family Test. All the replies were via text message which are sent to patients after they have had an appointment / telephone call with the practice.

**185** patients rated Northumberland Park Medical Group as either **Very Good** or **Good**, this equates to **92.5%** of the responses.



There are **5** patient responses that rated NPMG as **Neither Good** nor **Poor** and **1** patient response that **Don't Know**. This equates to **3%** of the responses.

There were **9** patient responses that rated NPMG as **Poor** or **Very Poor**. This equates to **4.5%** of the responses.

At **NPMG** we are always striving to offer the best care possible. Sometimes, things don't always go right. By submitting these responses, you can help us identify any issues and take measures to correct them.

## Comments:-

- "Quick and prompt and we are going to get to the bottom of my problem"
- "My appointment with Anna for my bloods was excellent as always prompt and relaxed"
- "No waiting times - very quick"
- "Got there for appointment time called straight in and out in 10 minutes"
- "Straight in straight out very quick"
- "I filled in the E Consult form and was contacted the same morning with a positive result."
- "Nurse was very professional, explained everything."
- "E consult at 930 saw nurse at 3pm same day"
- "I was seen early and nurse new why I was there"
- "Doctor was really helpful and got to root of problem for my daughter quickly and prescribed ointment that has worked instantly which is such a relief. Receptionist gave brilliant service really friendly and managed to get us appointment on the day."
- "Michaela is great cannot thank her enough for???? the help she has given me, and the staff at the chemist are brilliant cannot be more helpful thanks to you all total respect to you all xx"
- "Was seen by doctor within 90 minutes of calling the surgery. Consultation was thorough. Advice was realistic"
- "Accommodated me after I made a mistake with the time, and Dr Young was very helpful and thorough"
- "The nurse was very good at her job and very polite. She gave me very good advice on how I need to cut back on certain things to better my health"
- "My experience with the midwife was smooth and helpful"
- "I was seen on time, friendly service. Given good advice."
- "Really good doctor, very friendly and helpful"
- "I think the service at Northumberland Park is first class. I can always get an appointment quickly and never have to wait long when I arrive."
- "Still no further forward"
- "My appointment was same day the call was great they care about the health"
- "Seen quickly, quick diagnosis and treatment"
- "I use e-consult and always get a swift appropriate response. GP Katie today called back to see how my daughter was after a consultation last week. A follow up has been arranged. Friendly clinicians, great practice"
- "Dr young listens and takes time to discuss your symptoms"
- "I got straight through when I phoned to make an appointment, when I went to see the doctor the person on the desk was very helpful, the doctor called me in at the appointment time."
- "Talked through what she was going to do and was careful"
- "I was called by my first name and treated with respect the whole time"
- "Dr bloom was incredibly informative, approachable and helpful"
- "A yearly diabetic check was booked via text received from the practice. Only bloods were taken."
- "Good at listening and supportive"
- "I was called before my appointment time."
- "Person on the phone literally googled symptoms and read from a computer screen. I could have done that and have done that"
- "Quick and nurse knew what she was doing and was very pleasant"
- "Katie Mawson was friendly and approachable. She answered all my questions and made me feel very comfortable"
- "All the staff are friendly & helpful & the doctor was very thorough & helpful"
- "Got seen to straight away, amazing doctor, really good advice & explained everything amazingly."
- "Clinician was amazing, she knew all of my history and had the exact treatment in mind before she called me. Everything I needed was arranged on the call. Faultless device as usual, very very much appreciated, thank you."
- "The nurse is very efficient and good with the patient"
- "Felt proper investigation was done and findings and conclusion explained"

"Appt with Katie-Jo for my daughter. Her rapport is amazing, she makes my daughter feel very relaxed and my daughter feels she can tell Katie-Jo what is going on. As a parent I don't need to intervene much at all. Katie-Jo always talks directly at my daughter, she is very thorough and makes my daughter feel part of the consultation. My daughter always comes out re-assured. My daughter's problem is ongoing at present but Katie-Jo reassured my daughter it was something together we could put right."

"I attended the surgery last week regarding back pain and the general worsening of my arthritis. I was examined and given a link to self refer to the physiotherapist, which I did. The clinician believed that what I thought was osteoarthritis, was in fact gout and took some blood to check. Today I attended again and the results of the blood test confirmed that it is in fact gout. I have been directed to websites that provide advice and guidance and have already taken some advice from those sites"

"The receptionist was helpful and the GP called me back really quickly. She was really understanding and supportive."

""No one else" in so was on time, in and out in 10mins waiting for results."

"Excellent Dr who listens and gives excellent advice can talk about anything"

"From start to finish she explained everything great work"

"Happy with appointment quick and painless"

"Excellent communication. Was not expecting to hear from anyone following a couple of visits and tests."

"The doctor dealt with my questions, thoroughly and professionally"

"The staff at the surgery know me well and are continuing to keep in touch with me and keep me informed about my health they are all very helpful and friendly and professional"

"Understood everything we were told and very helpful"

"Very patient and empathetic GP. Is thorough in understanding your issues and encourages you to check out web sites to gain more knowledge and understanding on your issues."

"It was an appointment with the nurse for bloods & although this was done by a trainee it was 100% successful many thanks"

"The doctor we saw was absolutely lovely the lady was called Leanne she was really nice"

"Attentive"

"Prompt efficient service with a smile"

"Good quick service with friendly staff"

"good service."

"Quick appointment slot, helpful, great advice and found Leeanne incredibly reassuring"

"The GP was very pleasant and attended to me promptly. I felt a lot better and happier after the visit."

"Very thorough"

"Relaxed atmosphere and appointment running to time. Very caring professional people."

"I forwarded some pics on 26th May and if I hadn't rang last Friday I would still be waiting for them to contact me"

"Brilliant 1st class service put at ease from sitting down"

"Felt comfortable and listened to as well as everything explained that I needed to know."

"Very professional and friendly"

"The staff are always friendly and helpful"

"The nurse was very professional and very pleasant"

"Everything was as expected."

"The young trainee who was taking a blood test made a proper mess and I ended up having the nurse in charge having to do the test after 2 needles didn't work .it was also painful."

"I hadn't long to wait and nurse I saw was very polite and friendly"

"Very professional with clear explanations"

"My appointment was on time, lovely doctor who was efficient!"

"No waiting and very prompt service from nurse"

"Had bloods taken from very nice young new nurse. Unfortunately felt she didn't know what she was doing. I now have large bruise on both arms."

"Seen quickly, excellent professional service"

"Easy to complete the appointment dates and the GP is excellent by keeping my mum who is 93 under regular surveillance."

"Everyone polite and friendly."

"No waiting and very prompt service from nurse"

"The doctors are fantastic. However, I did start calling at 8.30am and was 15 in the queue. I then got to number 4 and the call got cancelled I tried again and was then 22nd in the queue and got cut off again at number 3 then tried again and was 10th and eventually got answered. In total 1 hour and 20 minutes it took to get through. I'm sure there must be a better system as this process seems very antiquated. But in the end I got an appointment which I was very grateful for."

"The Doctor was knowledgeable and supportive with my condition. She is referring me to gynaecology and dermatologist also issued me antibiotics after doing an examination of my lichen Sclerosus which is horrendous."

"Very professional, always happy to help"

"No waiting and very prompt service from nurse"

"No waiting and very prompt service from nurse"

"I feel happy about my visit as the present doctor is being very proactive in trying to resolve my issue which has been ongoing for many months now."

"Got in on time and was very pleasant to me"

"Was very helpful"

"On time no problems"

"Long wait time when you have an appointment, especially when that was a standard asthma review which lasted minutes"

"Nurse was very understanding"

"No waiting and very prompt service from nurse"

"It was easy to check in and I got seen within minutes of arriving"

"Good response to phone call after long discussion"

"Always pleased when I go the doctors"

"I'm trying to do my bit by ensuring I turn up on time and also do any premedication beforehand. Previous visits a few years ago meant I knew my ear was blocked; I knew to ensure I treat it accordingly so that irrigation could be down straight away. Now today, I had to come through only to confirm my ears needed irrigation which I already knew and even tried to assure in advance that I had prepared. Why put in this extra step? The nurse and reception staff were great and genuinely nice as always but surely things like this just take up appointments and time."

"Followed the system, spoke with Dr Young who is always brilliant"

"No waiting and very prompt service from nurse"

"Appointment given quickly and issue sorted"

"Fast and efficient"

"As expected, excellence service and attention with Sister Michelle who made me feel at ease seeing a familiar face."

"My appointment was on time and the blood sample was taken quick and easy by the young lady."

"Service good, annoying how appointments are rarely to time. Waiting half an hour if not longer. Wouldn't be that situation if I was late, I wouldn't get seen."

"My midwife was very helpful and patient with me and my questions"

"Best Dr I've seen there she listened"

"I always find my visits very informative, if I need to know anything I'm told straight away in a way I understand"

"Quick reply to my phone call to get appointment see doctor, the doctor phoned asap and very helpful got me appointment suited me and work fine On time very helpful at surgery"

"The Physician we met spoke politely with us and took her time to explained things to us. She went ahead to tell us about the next steps she'll take to address our situation. We felt happy and convinced that we're in a safe hand."

"Excellent service from receptionist and practitioner. Good advice helping me to properly control my diabetes"

"Very helpful and friendly staff"

"I had a face to face appointment which was very much appreciated. I felt that I had been listened to and that everything had been explained to me. All my questions had been answered and that I had a plan moving forward. ."

"Good friendly service"

"Quick and friendly service"

"Timely appointment and good care"

"Easy to register when arriving and seen at the time specified."

"Very friendly"

"Michelle Hedley and Christine Miller do a fantastic job always smiling and welcome you by your first name - they deserve praise for their hard work and friendliness- couldn't ask for a better customer rapport than the welcome I get from Northumberland Park medical group !!!!!!!!!!!"

"Had to wait half an hour to be seen"

"The lady I saw was lovely and knew what she was doing and totally put my mind at rest"

"Very helpful and friendly"

"Dr Bloom is Ann excellent doctor very personable and genuinely seems like he cares always engaging and listening."

"I've never had any issues attending GP practise always efficient and friendly staff from reception to nurses and doctors even though you attend maybe not on best circumstances never had a bad experience."

"Great to see a face to face GP who is knowledgeable and understanding and takes time to talk to his patients."

"The doctor listened to my concerns about my recent experience examined me and then decided to give me another course of treatment."

"Excellent advice and service from Dr Young this morning pre-family holiday"

"Nurse was very nice and helpful"

"Very nice sister made visit very pleasant."

"No waiting and very prompt service from nurse"

"Always accommodating"

"I need bloods taken, but I'm not too impressed about it not being done in the surgery and having to take more time to get to a hospital and not know how long it will take"

"It was good"

"Find it very good"

"Extremely thorough and very helpful"

"Received an appointment same day. Doctor was empathetic and reassuring"

"Because doctor was very easy to talk to and helpful"

"Seen by a doctor within an hour of calling"

"The doctor listened to me. I felt completely hopeless walking in and ready to just give up now I'm clinging on thanks to her x"

"Every visit to the surgery is good, today my blood sugars were down from 78 to 55 so I'm very happy"

"Timely & professional"

"Practitioner listened fully to my problem, informed me what she decided to prescribe and why. She sent me some useful links and reassured me she would see me again in two weeks."

"Appointment time met"

"Friendly and efficient"

"Seen very quick and nurse very informative."

"The appointment felt rushed, and I felt like I wasn't able to go through everything I needed to talk about. There were two matters to discuss, and the physician didn't want to hear about the second one, although the appointment barely lasted 5 minutes."

"Excellent service"

"Always a great service especially Catherine who always helps me out with my complex condition"

"Because they look after my medical needs without faltering"

"Getting me help I need to check that I haven't got something awful"

"I was able to get an appointment very quickly and Dr and nurse were both very helpful"

"Quick appointment excellent doctor who was very thorough"

"On time and friendly"

"I was able to get an appointment very quickly"

"The doctor was very helpful and explained things clearly."

"Same day appointment, hopefully a solution too"

"Friendly and caring"

"Because everything went well"

"Good friendly service"

"Despite all triage appointments already gone for the day, the Dr rang me back, listened to my issues and was extremely helpful. I find this to be the case with every contact I make with my surgery, I cannot fault my surgery or its staff, including reception and admin staff - they're all extremely helpful and pleasant. Having come from a surgery in complete contradiction to this one, it is very much appreciated having such a helpful and pleasant practice"

"Splendid staff in all departments"

"Appointment was on time and no problems"

"Friendly experience"

"Excellent service as always!"

"From initial call to checking in and being seen straight away"