**What our patients think of us!**

In **August 2023**, the practice received **236** 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.

**221** patients rated Northumberland Park Medical Group as either **Very Good** or **Good**, this equates to **94%** of the responses.

There are **8** patient responses that rated NPMG as **Neither Good** nor **Poor**. This equates to **3%** of the responses.

There were **7** patient responses that rated NPMG as **Poor** or **Very Poor**. This equates to **3%** 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:-**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| "I have no problem getting a appointment and never have to wait long to see the doctor" | | | | | | | |
| "Good appt triage excellent doctor" | | |  |  |  |  |  |
| "Appointment was on time and very effective" | | | |  |  |  |  |
| "Efficient, friendly and informative" | | |  |  |  |  |  |
| "Michelle took time to explain everything, and how and why I had to use my inhaler." | | | | | | | |
| "Easy to check in and friendly and helpful staff" | | | |  |  |  |  |
| "Very professional and helpful" | | |  |  |  |  |  |
| "Only a 10min wait for appointment, Sister Michelle Hadley was lovely, informative and put me at ease." | | | | | | | |
| "Because you asked for one and the service was good" | | | | |  |  |  |
| "Very friendly and easy to chat with and very professional" | | | | |  |  |  |
| "Not knowing why I was there and injections at different surgery which I could have had at my local surgery instead" | | | | | | | |
| "Excellent as alway, staff very helpful, caring and compassionate and fully understood the patients needs." | | | | | | | |
| "Anna who took my blood was lovely and very efficient quick and pain free!" | | | | | | |  |
| "Nurse was amazing, answered all my questions AND got an appointment the same day" | | | | | | | |
| "Very polite and professional" | |  |  |  |  |  |  |
| "The person i saw didn't introduce themselves or explain who they were." | | | | | | |  |
| "She is sensitive and caring." | |  |  |  |  |  |  |
| "I was not seen at my appointment time. It was delayed by almost 20 minutes." | | | | | | |  |
| "Very prompt appointment and friendly staff." | | | |  |  |  |  |
| "She was polite and professional and give me some reassuring advice regarding my medication ????" | | | | | | | |
| "I was treated like an adult" | |  |  |  |  |  |  |
| "Michelle is very easy to talk to and understand" | | | |  |  |  |  |
| "The nurse listened to my concerns and explained everything." | | | | | |  |  |
| "Quick and efficient. Very helpful" | | |  |  |  |  |  |
| "Starting to get to see a Gp a lot quicker." | | | |  |  |  |  |
| "I attended for regular blood tests and asked for a BP check which is running higher than I'd like. Dr Consult booked in for 2 days time. I'm happy with my appointment today, as usual." | | | | | | | |
| "Happy with service" | |  |  |  |  |  |  |
| "Everything was fine as usual. It was a repeat appointment." | | | | |  |  |  |
| "Very clear" |  |  |  |  |  |  |  |
| "Really trying to find out what is wrong with me" | | | |  |  |  |  |
| "Quick check-in, friendly and helpful staff as always" | | | | |  |  |  |
| "I arrived a few minutes ahead of my appointment, was called almost on time, and departed less than 10 mins kater, blood sample having been taken." | | | | | | | |
| "Always polite, efficient and helpful" | | |  |  |  |  |  |
| "The nurse was very understanding and helpful and polite" | | | | |  |  |  |
| "My GP was really lovely and helpful." | | |  |  |  |  |  |
| "Pleasant and efficient staff, made u feel at ease" | | | |  |  |  |  |
| "My practice is amazing, all the staff and doctors are amazing even under these difficult times, always there when needed, which is not too pften" | | | | | | | |
| "Lovely nurse, main receptionist very friendly" | | | |  |  |  |  |
| "Very quick and efficient,every thing explained to me very clearly." | | | | | |  |  |
| "Always very present and always answer any questions I need to know" | | | | | |  |  |
| "Dr took time to listen and let me explain about my issue before explaining what action she would take to help. I felt at ease and able to talk to her without feeling rushed." | | | | | | | |
| "Always found all our GP services to be excellent, very happy" | | | | | |  |  |
| "The nurse was efficient and friendly" | | |  |  |  |  |  |
| "Long wait to be seen" | |  |  |  |  |  |  |
| "The nurse is very pleasant to talk to and will give an honest answer to any questions ." | | | | | | | |
| "Seen by GP who listened to my problems" | | | |  |  |  |  |
| "The young lady was pleasant,helpful & resectful." | | | |  |  |  |  |
| "Pleasant, helpful, and I do feel the nurses listen." | | | |  |  |  |  |
| "Saw doc straight away" | |  |  |  |  |  |  |
| "For a simple blood test it was very painful" | | | |  |  |  |  |
| "Brilliant service" |  |  |  |  |  |  |  |
| "Very good advice easy to talk to" | | |  |  |  |  |  |
| "Very quick no wait lovely nurse" | | |  |  |  |  |  |
| "Appointment on time, I was listened to, felt understood. Everything was explained to me in detail." | | | | | | | |
| "Very helpful and thorough" | |  |  |  |  |  |  |
| "Always professional, take on board my queries and respond satisfactorly" | | | | | | |  |
| "Splendid staff in all departments" | | |  |  |  |  |  |
| "No waiting and nurse was lovely" | | |  |  |  |  |  |
| "Happy nurse" |  |  |  |  |  |  |  |
| "Dr young was his normal lovey self and also took time to listen to me" | | | | | |  |  |
| "Caring and attentive team of professionals, which out feeling intimidating or too formal" | | | | | | | |
| "Made me feel very comfortable when asking question" | | | | |  |  |  |
| "Happy with service" | |  |  |  |  |  |  |
| "Caring experience and listened to me ????" | | | |  |  |  |  |
| "Appointment on time and nurse very friendly" | | | |  |  |  |  |
| "Caring friendly staff, always helpful and good appointment system." | | | | | |  |  |
| "The nurse listened to what I had to say and was very helpful" | | | | | |  |  |
| "Good quick appointment with full explanation" | | | |  |  |  |  |
| "Straight in and out very friendly and answer all me questions" | | | | | |  |  |
| "Very prompt and caring" | |  |  |  |  |  |  |
| "No issues, checked in & seen promptly" | | |  |  |  |  |  |
| "Kristie always friendly and professional" | | | |  |  |  |  |
| "My expectation was met" | |  |  |  |  |  |  |
| "Seen very quickly and blood sample taken no issues." | | | | |  |  |  |
| "Friendly efficient service from the nurse" | | | |  |  |  |  |
| "Always thoughtful , pleasent and helpful staff ." | | | |  |  |  |  |
| "Excellent staff" |  |  |  |  |  |  |  |
| "Very friendly and efficient" | |  |  |  |  |  |  |
| "Receptionist was very professional, friendly and dealt with my call promptly, I was offered a face to face appointment for the same morning, Nurse Practitioner was very professional, friendly and listened to me before giving me a prescription. Very happy with the service provided." | | | | | | | |
| "I always get my prescriptions in a timely manner" | | | |  |  |  |  |
| "Quick and efficient appointment" | | |  |  |  |  |  |
| "Very efficient" |  |  |  |  |  |  |  |
| "Lovely young nurse was very efficient she managed to get blood straight away when it has been a bit difficult lately. She was very pleasant." | | | | | | | |
| "Nothing to complain about, it was clean and tidy and easy to sign in for our appointment." | | | | | | | |
| "Nurses are really understanding and knowledgable" | | | | |  |  |  |
| "Always helpful, happy and patient" | | |  |  |  |  |  |
| "Friendly and efficient" | |  |  |  |  |  |  |
| "Everything was fine but only one toilet to use as the other ones were out of order." | | | | | | | |
| "Very professional and friendly nurse Michelle, came out very satisfied." | | | | | | |  |
| "Excellent staff" |  |  |  |  |  |  |  |
| "Michelle is always is good to treated by" | | | |  |  |  |  |
| "Delay in being seen when I was the only person in the waiting room" | | | | | |  |  |
| "On time and very pleasant" | |  |  |  |  |  |  |
| "Just a good experience" | |  |  |  |  |  |  |
| "The nurse was friendly and professional." | | | |  |  |  |  |
| "As always the staff were friendly & nurse who I seen was friendly & helpful" | | | | | | |  |
| "Excellent service" |  |  |  |  |  |  |  |
| "I was booked for a blood test today and on the 4th September ? Too early for bloods today so a waste of the nurses time." | | | | | | | |
| "Welcomed by friendly and kind Dr, was able to get an appointment after being worried about worsening symptoms.. reassuring" | | | | | | | |
| "Katie Mawson was brilliant., listened to my problem and very helpful" | | | | | |  |  |
| "Going to refer me to another person see if they can get my pain under control." | | | | | | |  |
| "Very helpful" |  |  |  |  |  |  |  |
| "It was fine" |  |  |  |  |  |  |  |
| "Seen very quickly, thorough examination and referral." | | | | |  |  |  |
| "No waiting appointment met" | | |  |  |  |  |  |
| "Roisin was lovely. Put me at my ease. Nice Banter" | | | | |  |  |  |
| "Roisin was a lovely friendly young lady and made the appointment problem free and dealt with me quickly and professionally. An asset to the blood team" | | | | | | | |
| "I felt comfortable and my worries were listened and explained my options" | | | | | | |  |
| "I was seen very quickly, given an appointment the same morning and the GP had already studied my notes before seeing me. Visit was excellent and treatment initiated immediately." | | | | | | | |
| "In and out with a smile" | |  |  |  |  |  |  |
| "I felt I was listened to and respected" | | |  |  |  |  |  |
| "Nurse knew exactly what was needed to dress wound" | | | | |  |  |  |
| "I always find everyone to be very helpful" | | | |  |  |  |  |
| "Nurse was emphathtic to my needs and helped me to feel relaxed and confident in her assessment of my needs." | | | | | | | |
| "Had been given antibiotics and hopefully that will fix problem .. and discussed medication, courteous and professional as always" | | | | | | | |
| "Very friendly and efficient staff." | | |  |  |  |  |  |
| "Quick, supportive and efficient" | | |  |  |  |  |  |
| "I managed to get an appointment straight away which is a change" | | | | | |  |  |
| "Staff helpful" |  |  |  |  |  |  |  |
| "The doctor examined me and immediately put my mind at rest, saying the lump was benign. To watch it for any changes." | | | | | | | |
| "Because they are the best" | |  |  |  |  |  |  |
| "Because they are always kind and caring" | | | |  |  |  |  |
| "Professional and friendly" | |  |  |  |  |  |  |
| "On time and friendly." | |  |  |  |  |  |  |
| "Very prompt response to see a doctor. Who took time to explain the options and best treatment for me." | | | | | | | |
| "Its very disappointing to have to ring up at 8.30am then wait ALL day for a phone call back , upon having to explain your medical issues with a stranger. Then if you are lucky you can get an appointment for a actual doctor, who usually you havent seen before" | | | | | | | |
| "Very helpful dealt with my problem quickly" | | | |  |  |  |  |
| "Dr Bloom performed the Eply manoeuvre in the surgery. He explained what he would do and then discussed after care. He also gave me a sheet with this all written on so that I didnt forget. He was kind and upbeat making me feel relaxed about the procedure." | | | | | | | |
| "Appointment made for me and didnt have to wait long" | | | | |  |  |  |
| "Went with a problem, sent away with nothing" | | | |  |  |  |  |
| "Query sorted with receptionist,very quick" | | | |  |  |  |  |
| "No problems Thankyou" | |  |  |  |  |  |  |
| "Quick and easy in and out!" | |  |  |  |  |  |  |
| "From booking at reception to seeing a doctor or nurse is exelaint cannot falter with the service I received" | | | | | | | |
| "They are just so helpful and cheerful" | | |  |  |  |  |  |
| "I have been with this practice for four years and in that time have had the best of care I am sad that as I am moving out of the area I cannot stay with you. The next practice is going to have big boots to fill. Thank you all x" | | | | | | | |
| "I was seen quickly and was able to get the help I needed." | | | | |  |  |  |
| "Missed first call doctor called back. Went into detail about medication." | | | | | | |  |
| "Because like aways it was fantastic I think we have the best practice in the whole of North East." | | | | | | | |
| "I was very happy with the quickness of my appointment, and the doctor explained my ailment and prescribed treatment to help. The doctor was very friendly and took her time listening to me. I'm very happy with my experience today." | | | | | | | |
| "Because nothing is ever a problem to them" | | | |  |  |  |  |
| "Doctor, is fabulous. Always a great service. Thank you" | | | | |  |  |  |
| "Not long waiting times and friendly nice staff" | | | |  |  |  |  |
| "No waiting around appointment was on time and very pleasant nurse" | | | | | |  |  |
| "Seem to have solved the problem I was having." | | | |  |  |  |  |
| "Very efficient, helpful" | |  |  |  |  |  |  |
| "Ive been waiting over 6months to speak to someone about my issue so when I was given the appointment today I thought it would be resolved only to be told I'll have to come back, plus side it is later in the week." | | | | | | | |
| "Family doctor, being going to him for 20+ years." | | | |  |  |  |  |
| "Cheerful and courteous greetings" | | |  |  |  |  |  |
| "Receptionist very very helpful and a quick reply given re symptoms. Very impressed." | | | | | | | |
| "Other than the queueing time on the phones in the mornings, I cannot fault the team working at the surgery. I hear so many people complaining about their doctors, Iam definitely not one of them. Thank you Dr Young and all of your team." | | | | | | | |
| "Always a friendly efficient appointment." | | | |  |  |  |  |
| "The nurse was very accommodating with me explained things slowly to for me so I could understand properly" | | | | | | | |
| "It was good but I wanted to change my pharmacy to the one close to the surgery but could not find a way to do it. Another was pushed at me." | | | | | | | |
| "My telephone consultation with Snr nurse Michelle was very comforting and rewarding. Fully explicit verbal information and my questions answered in easy explainable terms." | | | | | | | |
| "Nurse was lovely" |  |  |  |  |  |  |  |
| "20 minutes late from appointment time" | | | |  |  |  |  |
| "I have been with this practice since it was the old practice at park estate and swapped the Northumberland park when the other practice was just terrible and I can honestly say I would never change the staff are very helpful they listen and always have time for you its brilliant!!!" | | | | | | | |
| "My concerns were noted and given attention. We appear to be going in the right direction." | | | | | | | |
| "Anything I call the surgery with is dealt with so quickly and to give us the very best treatment. Nothing is too much trouble I always feel listened to and given appointment so quickly! Thank you" | | | | | | | |
| "I have always found my GP practice to be brill" | | | |  |  |  |  |
| "Very quick and efficient visit." | | |  |  |  |  |  |
| "It was painless and quick. I have complete confidence with Leighann." | | | | | |  |  |
| "Seen on time, everything explained in full, treatment painless, happy with follow up arrangements" | | | | | | | |
| "Didnt have to wait long and staff efficient" | | | |  |  |  |  |
| "Painless and efficient!" | |  |  |  |  |  |  |
| "I got to see a doctor 90 minutes after talking to a receptionist" | | | | | |  |  |
| "Gp was very good, listened, reassured and gave advice and referral. Made both carer and child feel supported." | | | | | | | |
| "Excellent as slways" | |  |  |  |  |  |  |
| "Appointment was on time nurse very friendly" | | | |  |  |  |  |