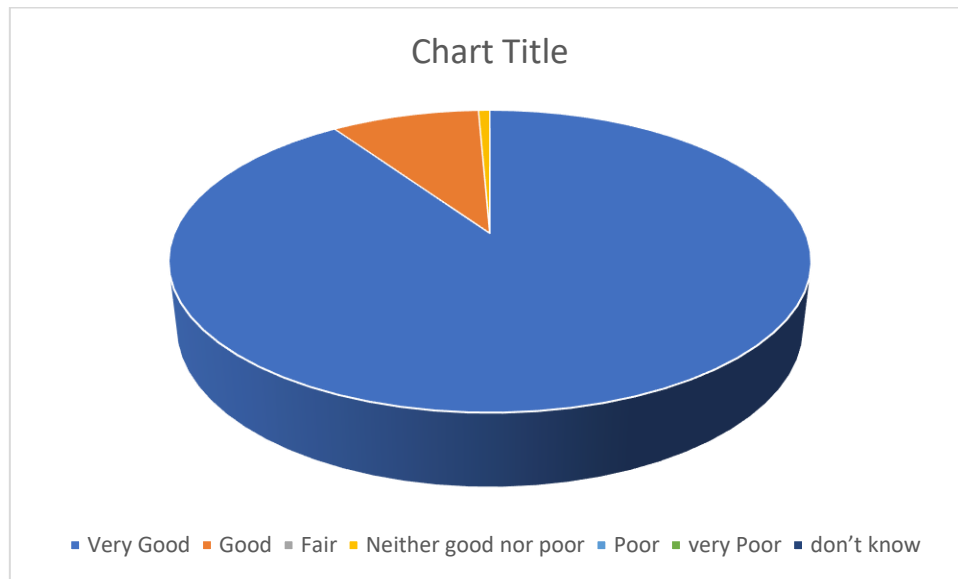


NHS FRIENDS AND FAMILY TEST

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Whitley Bay Health Centre Results for May 2026.

Thinking about your recent visit or contact with our practice, overall, how was your experience of our service?



Below are some of the patient comments

- Prompt attention
- Efficient and courteous
- Easy to get an appointment and got the answers I needed.
- Always excellent.
- Dr Harman is a wonderful dr, great listener, kind, gentle and I have a lot of faith in her
- Professional and good communication
- Appointment on time , no pain with vaccination and pleasant chat with the nurse. Excellent service.
- Very kind and explained things well
- All my questions answered with clarity and sympathy
- Dr Ellis is very understanding and compassionate.
- My GP was very sympathetic and helpful.
- Great service, very speedy and efficient but also really lovely midwife and reception staff
- Lauren was extremely attentive and everything went smoothly
- Receptionists are very helpful
- It is important to have confidence in your GP
- All areas were clean, Helpful receptionist, my first visit to the surgery, Doctor Ellis was very pleasant.

- Punctual, efficient, friendly- perfect
- Caring, professional consultation
- Straight forward to check in. The appointment was on time . I felt confident in the staff and their skill in doing the job. Talked to me with respect and care.
- Found Lauren very approachable, understanding and I was able to share concerns during a routine appointment. I was then able to see Dr Harman who was equally kind. She always listens and acts efficiently. Thank you for the care.
- Doctor is lovely. Really listens, is calm and caring.
- Feel lucky to be a member of this practice. The whole team, both medical and the administration team are respectful, kind and patient. I am always seen quickly and listened to or helped with my issue.
- Action taken to pursue diagnosis
- The Nurse Paige was very caring and helpful
- Doctor listened and understood my issues
- Alison is fantastic very helpful and thorough
- Very helpful and caring doctor. Lovely , professional receptionist
- Always when I visit Whitley road health centre , I come away totally satisfied. Friendly and happy practice.
- The doctors and practice in general are elite
- Emma (physiotherapist) was thorough, professional and kind. She answered all my questions and gave me useful strategies to help the issue.
- Wonderful health centre, I can always get an appointment and with my regular GP wonder helpful staff
- Lovely reception staff and Dr Colin was excellent, explaining everything clearly to me and prescribing medication straight away. I also managed to get an appointment on the same day.
- Sharon always gives good service and makes me feel important.
- Stand in doctor was very good.
- I was in and out before my actual appointment time 😊
- Dr Sayers was extremely understanding and supportive.
- The nurse was reassuring, gentle and positive. I liked her energy. Everything i needed for an early appointment.
- Emma is very good with her analysis off issues I have. Polite, professional and curious. Left centre feeling upbeat.
- Dealt with on time in a friendly helpful manner by Lauren
- Good service from start to finish
- I was seen within a reasonable timescale and service in the Health Centre was good
- The coach Michaela is a really nice woman and good at her job really helpful and understanding
- Excellent service from sister Hall
- My appointment with Paige on Tuesday afternoon was seamless. I asked her to seek advice for me from Dr Colvin to save a further appointment for a medication that I had previously used. This morning I collected my prescription from Boots Chemists in Tynemouth Village. Outstanding service.
- Catherine is very understanding and very helpful.
- Dr Harman always makes me feel at ease and always explains things very well
- Reception did not pass on blood test information to the nurse.
- Professional service

- Excellent finding my vein and inserting needle from nurse Clayton. Also when I enquired about further Shingles appt she administered it there and then. Brilliant helpful practitioner.
- Dr Marr listened but also asked my opinion and we agreed on a plan
- Whole process is easy and wait time was minimal.
- Easily booked and managed on the day. Deal with kindness at all times. Felt listened to.
- I received a thorough examination from the Physio and advised to do certain exercises.
- I had a blood test with Lauren. I wanted to say that she was excellent, very professional, friendly and caring. She deserves 10 out of 10.
- I think you run an amazing service. Providing personalised continuity of care to local families. Your receptionists always help, the kids are always seen quickly if needed and the organisation of care is exemplary. Thank you.
- Ruby was so friendly at reception and helpful.
- Dr Ellis was so helpful.
- Alison nurse was so helpful, gave me lots of information.
- Ashley on reception was really helpful dealing with an urgent prescription request on my behalf.
- Dr Marr is great.