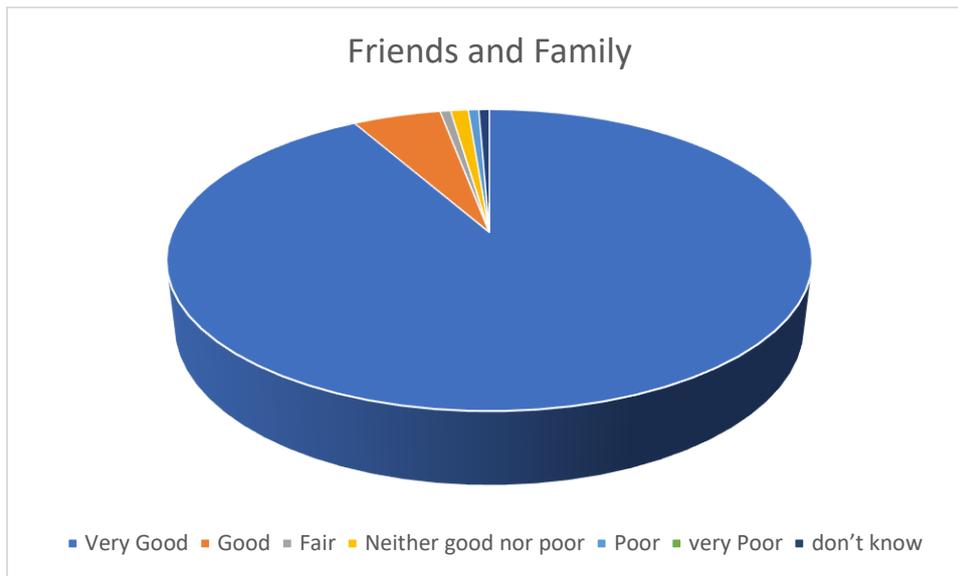


NHS FRIENDS AND FAMILY TEST

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 December 2025.

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

- Really helpful receptionist when I rang in for a cancellation with physio. Really helpful appointment with physio and felt reassured.
- Absolutely marvellous service. Dr Pearson has always looked after me brilliantly. All staff are always so friendly and happy, perfect surgery.
- Receptionist very helpful changing my appointment. Nurse I seen made me feel relaxed explained the procedure in depth. Professional
- Emma was very informative,
- Was seen on time and by a very pleasant professional.
- Reception process to give me documentation was good and Dr Ellis is wonderful. By far the best GP I have had.
- Staff were very helpful and caring
- Seen at appointment time. The nurses were very lovely.
- I feel the problem has not been addressed fully...
- The physiotherapist, was excellent on both of my recent visits, and due to her advice and hands on approach I am no longer in pain and can walk properly again
- Staff are always pleasant and ready to help
- Dr Colvin is a fantastic, trusted family GP
- The doctor listened to what I said and decided to refer me for further tests
- Doctor was efficient, helpful, sympathetic, friendly and gave pragmatic advice.
- Having been bereaved recently I found great help and comfort talking to Dr Berry.
- Easy to get an appointment

- Excellent care and support from Dr Marr.. its very reassuring to be in such safe hands and much appreciated. Can't thank him enough
- Reception staff good. Nurse on time and explained everything clearly.
- Able to book in a same day appt for a smear. lovely and informative practice nurse who made me feel at ease
- Professional and informative nurse could not have carried out the necessary procedures any better.
- The staff are very friendly and the nurse was lovely
- Lovely friendly nurse
- Seen at appointment time, friendly interaction with staff member
- Appointment on time, nurse explained everything thoroughly .
- Dr Sayer listened to my concerns and acted upon them immediately
- "Very helpful receptionist Ursula helped with my appts and delivered a message to my GP re change of meds following 111 call
- Dr Sayers is a very good GP!
- On time and pleasant and efficient nurse
- "Easy check and the nurse was really nice
- Dr Berry always takes time to listen & talk through things thoroughly.
- Trainee nurse did excellent job
- Always provides and amazing service ,from reception , to doctors
- Sister Taylor is always kind and welcoming.
- Nurse was lovely on my visit re yearly heart check couldn't fault her very good customer care
- Doctor Ellis was kind , considerate and informative
- Lovely nurse. Listened and took great care of me
- Nurse was cheerful, welcoming and efficient
- Dr Berry was engaging and kind. Listened and we considered options together. Basically, a perfect consultation. Thank you.
- I've had regular blood test in the past, and I've been bruised, due to the Phlebotomist not being able to get a vein, the young lady was amazing, she didn't hurt me, and was able to get blood straight away, and may I add, she was very polite, and professional
- Friendly, very capable, patient.
- The nurse I seen was a bundle of laughs and extremely pleasant
- "The nurses that I had my appointments with were very efficient, helpful and accommodating, at one point my regular nurse was ill so another nurse was very quick to get in contact with me multiple times in order to have my appointment with her instead all so that my schedule of vaccines could remain in place.
- My regular nurse, Sharon, was very friendly and informative, making the whole process a lot easier and less nerve wracking. "
- We are always welcomed with both kindness and courtesy. From the staff wanting to meet our needs, such as they are . Which always puts people at their ease. That is what I have always found . Thank you.
- Both nurses were very personable and fully explained the procedure to be undertaken and involved me in the decision making process. I felt very confident in their abilities and I was fully briefed on post procedure care. Thank you Stephanie and Lauren
- Was seen on time and nurse very pleasant, friendly and efficient
- Dr Berry is the absolute best Dr I've ever had. She's very thorough, she is relatable and provides the best care every time.
- I was seen on time and the nurse was friendly and efficient as usual
- The nurse took the blood great. Many have problems getting blood.

- No wait; blood test pain free with no bruising afterwards. I was not rushed, Paige listened and advised appropriately.
- On time. Lovely nurse.
- No waiting time. Nurse was friendly professional.
- Admin staff very polite and professional, treatment from Doctor Colvin was usual 5* excellent standard.
- Very pleasant nurse
- Catherine and Emma were very professional
- Very considerate trainee nurse
- Dr Berry is compassionate and wonderful
- "Waited 20 minutes after my appointment time before I was attended to. I'm not particularly bothered about that as these things happen.
- Felt supported and listened to by admin staff and GP. Felt encouraged to get in touch and come back if situation continues or worsens. Thank you
- The physio is very good. Luckily, I was able to get a cancellation otherwise I would have had to wait until the end of the month.
- The nurse gave us relevant health information about our holiday destination and about the inoculations we were having. She was friendly and courteous and put us at our ease.
- Appointment on time, nurse very friendly and efficient.
- Waiting time was well over my appointment time otherwise i would say very good.
- I think they run a pretty slick operation at this practice
- All great except timing. I had a morning appointment, arrived early but was seen a little late
- Sharon is first class. She will give a clear understanding of what the injections are for.
- I feel listen to and heard. Dr Colvin has always been understanding of my personal situation and when it's in regards to my children he is also the right mix of professional and empathetic.
- "I always give credit where credit is due!! I was greeted with two lovely smiles and cheerful hello. The two nurses were very polite, well mannered, very knowledgeable as they answered my questions thoroughly and did what they had to do very very efficiently.
- THEY ARE INDEED A CREDIT TO THE HEALTH CENTRE!!! Thank you. "
- Helpful receptionist, nurse Paige friendly & professional and student who took bloods made it look easy.
- I was able to make my non urgent appointment with Dr Colvin within just a few days. The reception staff are always very polite and professional.
- Dr. Colvin answered my concerns
- Steph Hall was great. Attentive, knowledgeable and went above and beyond but also very efficient
- Dr Smith listened carefully and put me at ease throughout my appointment in a very professional manner.
- Seen on time, Paige very friendly and professional
- Excellent treatment from Paige thank you
- Excellent consultation with physio - lots of discussion of problem, followed by demo of exercises and printed info.
- Dr Colvin very friendly and listens to concerns then gives reassuring advice
- I'm scared of needles but Catherine was gentle and got my bloods without any discomfort or bruising.
- I was bit unwell and all reception staff etc were very kind when I had quite a long wait for ambulance and finally ordered taxi transport for me.
- Service always excellent and today no exception

- Did not think it was very thorough
- 5/6 appointments excellent, 1/6 ran late and the clinician was heard and seen chatting socially whilst I waited.
- I was seen and helped promptly
- Dr Colvin is an excellent GP. He listens, is respectful and well informed.
- Emma went through everything in detail and gave really good advice
- 30 min behind appt time
- Calm, warm, friendly surgery - and very orderly. Dr Ellis was thorough and interested- and very pleasant.
- Lovely nurse taking bloods and reception team always very friendly and helpful
- Nurse Taylor as always was very understanding and calming during the appointment , she is a fantastic nurse
- Dr Berry is very compassionate, listens to your worries and just has an excellent manor and is wonderful at her job!
- The physio was very thorough and gave me a lot of attention
- I always get friendly service from the Staff at Whitley Bay Health centre where I have been a patient for 60 years.
- Sister Anderson was brilliant, I've had loads of issues with smear tests previously, but this one and the last one with her have been really bearable and fast. I really appreciate how much she listens and the care she takes with me as a nervous patient.
- Dr Berry listened to my concerns and answered all my concerns and was very helpful
- "The appointment was 20 minutes late
- A student did bloods and blood pressure, silently, while the nurse stood sorting dressings, and asked 2 questions. I felt invisible. This check usually involves questions about my well being and medication"
- The nurse and student nurse were very efficient and pleasant as were all the staff I was not kept waiting.
- First class, excellent service by Sister Stephanie Hall who is very friendly, efficient and knowledgeable in her role. Please pass on my thanks
- Catherine is always professional and approachable and is amazing at her job
- Because Dr Marr always listens patiently to what I am saying and tries to help.
- Dr Marr is superb - sharp, knowledgeable, empathic and efficient (thank you)
- I attend every three months for B12 injection usually at 8.30/8.40 in an effort to get home asap afterwards. The last three appointments I have been kept waiting in an empty waiting room. Last time was ten minutes after my appointment but the previous appointment was twenty minutes late. I have a busy schedule too with commitments. I would like to see an improvement in timekeeping.
- I was listened too and not rushed
- Emma was very kind, helpful and thorough, gave me clear advice and printed information about exercises to help my ankles. The appointment went very well indeed.
- Was given the time to ask about my treatment, felt I was listened to, I feel supported by my doctor
- Friendly service
- Always late for appointments waiting for 10-29 minutes to been seen even when it's past appointments times but still get seen but overall nice clean and friendly staff
- On time and Dr Sayers is so lovely
- Sharon Taylor is excellent a great nurse and very friendly.
- The exercises I was given have been a fantastic help in solving my problem shoulder

- The medical appointment was excellent however trying to make the appointment over the phone was virtually impossible. I had to come to the surgery to do it
- Steph, as always, was excellent.
- Dr Marr is an asset to the surgery.
- Because you cancelled the appointment and it is not the first time it has happened.
- My appointment was 25 minutes late
- Easily arranged appointment, and seen on time. Excellent staff and understanding and helpful doctor.
- Emma was very thorough & gave excellent advice.
- Emma listened to my concerns, and understood my needs. She devised a language and offered a follow up appointment.
- Lauren was very friendly and welcoming. I have complete confidence in her nursing skills.
- The time of the appointment spot on, the blood pressure test and blood taken done in a professional manner, made me feel at ease
- "The physio was very thorough in her assessment of my condition. She provided me with the appropriate exercises. She is also arranging for a scan to provide a more detailed diagnosis.
- Met and attended to by a very pleasant and polite Lauren .
- Well it was good because I called in morning and got an appointment the same day and doctor Marr was great but I waited 35 minutes past appointment time to get seen
- Dr Davidson is always helpful and reassuring and makes me feel heard
- Because I received an appointment in good time when I needed one. I like the on screen check in and the waiting area was clean and comfortable. I felt that my GP was present and had a strong understanding of my history. He seemed genuinely interested in what I have been experiencing.
- Receptionists at this practice are excellent. They are always calm and pleasant no matter how busy they are...and they get very busy!
- Dr Marr is brilliant: comprehensive, concise and efficient with a very kind manner