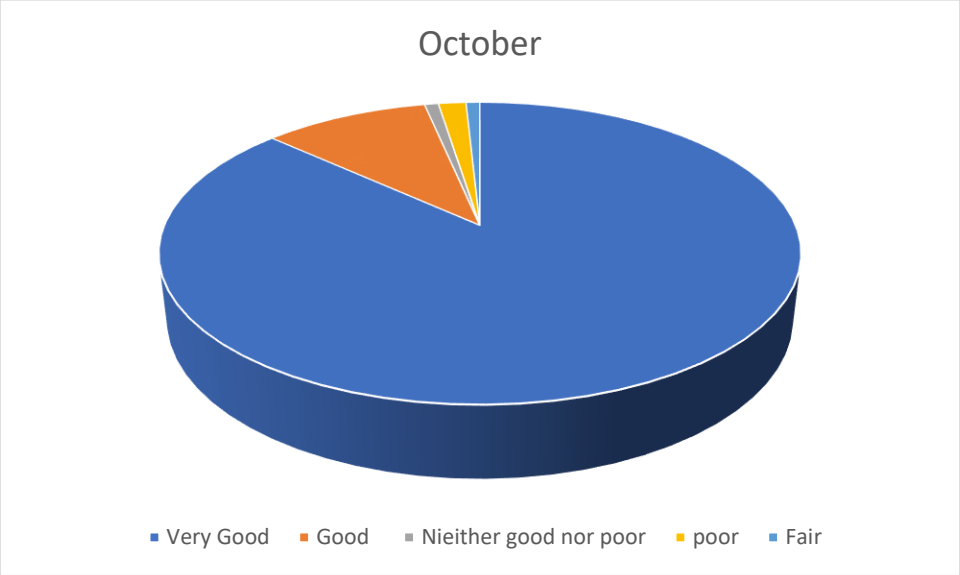
NHS FRIENDS AND FAMILY TEST

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 October 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

- Always friendly and willing to help and very efficient
- Very efficient once in the appointment but quite a wait before being seen
- Prompt appointment, very friendly
- Appointment on time -Dr knew exactly what my symptoms meant and prescription given
- The service met my needs in an efficient manner
- First class service
- Nice bedside manner
- Yes. Managed to see my doctor who was very thourgh in his examination. Gave me lots of advice.
- The practice nurse was professional, caring & attentive.
- I was seen within 5 minutes of arrival and the procedure was quick and efficient.
- Very welcome, excellent reception staff. Very punctual. Excellent consultation and outcome
- Dr Marr is an excellent doctor, he has all the qualities you would want/expect a professional doctor to be.
- Not long to wait, nurse was very professional and had a nice manner
- Appointment was within a few minutes of time slot and doctor was very friendly and professional.
- No waiting time
- Easy check in. Professional but friendly GP
- Efficient friendly and well organised
- Dr Marr is very positive, enthusiastic and extremely well-informed . He is an excellent communicator, and I always feel he listens to me and involves me in decision making. I know my health care is in very good hands.
- Everyone is very efficient, Friendly and knowledgeable.
- Following concerns raised about my BP by a nurse, my GP telephoned me to check

- Appointment on time give or take a few minutes. Examination and symptoms explained very well with immediate referral for more investigation.
- Time was taken to listen and understand
- Appointment on time, thorough GP and listened to my concerns
- Arrived for my appointment and was told it was cancelled. I was asked twice if anyone had called to cancel and then it was suggested that I had missed the call, I was then asked to wait for 10 minutes before being told that I'd have to rearrange. I was told I would receive a text confirmation which still hasn't arrived. I was then asked to review the appointment. seriously?!
- Prompt, felt dr listened, took my concerns seriously and with respect, very clear explanations, excellent record online afterwards, test arranged very quickly
- Emma was thorough, knowledgeable and reassuring. Instructions were clearly explained. She has a lovely patient manner. Support and advice were appreciated, thanks
- The physiotherapy appointment was excellent. Thorough examination of the issue and clear action plan.
- Dr Marr was attentive helpful and professional!
- Everything is well organised
- No waiting time straight in no hassle.
- Had flu injection on Saturday, excellent efficient service.
  Yesterday I had the shingles booster. Once again super fast appointment.
- Doctor Colvin was very pleasant, listened and gave good advice and understanding.
- I was seen on time and treated very well
- Didn't wait long. Dealt with efficiently and with a pleasant manner.
- Everyone at WBHC is always polite, helpful and efficient.
- Appointment was just a blood test. But no long wait. Staff friendly. Sample was taken quickly and easily with no issues. This reflects well on the person who took is as I have past experience of people struggling to get my vein.
- I was able to see my doctor very quickly and referred to the appropriate clinic with an appointment offered within 2 weeks.
- Could not fault the practice
- No fuss, All went as planned and also got my flue jab while I was in the practice
- Checking screen didn't recognise me but reception staff helped
- Very helpful & professional
- Devastating diagnosis so GP asked to see me to offer support
- GP was very calm, considerate and kind
- The staff are all very efficient and friendly
- Receptionist and doctor were both superb at their jobs. Made me feel relaxed and the doctor was clear and very professional in her approach and explanations.
- Dr was superb. Receptionists were warm welcoming and helpful. Needed a blood test which I was able to get straight away. Again the nurse was excellent.
- As normal great service by staff and GP
- Don't like the phone on the day appointment system however I have no more complaints
- Literally in and out
- Appointment within a week of asking. Short wait on the day.
- New GP. Listened actively and referred on to potentially useful service partners.
  Came away feeling more positive.
- Easy to manage, Doctor Colvin fantastic as usual
- Good physio session
- Always feel comfortable and taken seriously by Dr Marr
- As always I have had excellent treatment at the practice and sister Hall is very good.
- Waited 20 minutes after appointment time
- Was in early for Appointment with nurse, everything explained
- Quick appointment. Receptionist was very helpful. Dr Colvin was reassuring, informative and considerate as always .
- Clear, concise information from Dr Pearson. I have recently moved to the area & have an issue which is ongoing from July 2025. Dr Pearson will try to resolve due to the length of time I have already waited to see a gynaecologist. However I understand this may not be possible but I felt assured that he was trying to obtain some progress for me.

- Very efficient. I arrived at the appointed time, exchanged formalities and left within 5 mins.
  First class.!!
- Dr Berry is very caring and always there to help
- Easy to get an appointment, quick check in at reception and Dr Berry is always fantastic especially with children
- Always very helpful and makes me feel relaxed. We are given the time needed
- Thorough assessment, and an understanding of what I wanted from the appointment and potential next steps.
- Because the nurse that took my bloods was not judgemental when I replied to her lifestyle questions and informed me in a respectful fashion what the NHS recommendations are, she was very informative without being patronising. Overall a very positive experience with the Whitley Bay Health Centre.
- Excellent session with physio
- Professional and helpful and friendly
- There's always a warm welcome and caring staff who make each interaction feel personal and pleasant while conducting themselves professionally.
- Sister Anderson is an asset to WBHC.
- Emma was super thorough, very friendly and attentive. The addition of the transcribing software freed her up from scribbling notes. Hopefully, a remedy can be identified for my ongoing issue 🤞
- Lauren was brilliant explained about her taking a new qualification. Made me feel at ease .
- Always exceptional service from the Team at Whitley Bay Health centre
- My appointment was an entire hour late - I completely understand that GPs are incredibly busy, but having time wait a whole hour, having arrived on time for my appointment, completely derailed my entire evening, and it also meant that I was very distressed by the time I was finally seen (given my whole evening being disrupted by the lateness) and as such I felt that I really did not get what I had been hoping for from my appointment. I left feeling frustrated and upset. I really am sorry to be complaining about this! I've been a patient at this surgery since I was born, and I've never had to wait an hour past my appointment time
- Quick and efficient appointment. Friendly and helpful staff
- All staff, whether administrative or medical are understanding and helpful. This is the best medical practice I have been in! Staff are efficient, knowledgeable, understanding and supportive. Thanks to you all
- Friendly and punctual
- Every thing was good, straight forward.
- Very happy with Doctor H. Berry's visit today.
- I needed some information, which I duly received.
- Very happy with consultation with Dr Helen Berry.
- Reception staff are all very helpful
- I waited almost 40 minutes to be seen. I was told I was booked in by reception but obviously not.
- Appointment was at a time that suited me, booking in was easy & everything was on time
- Amazing team - all supportive, professional and caring and easy to talk to. This service you provide to myself and my husband is outstanding always. Thank you all so much.
- It was very seamless and reception were good also doctor was on time and very helpful.
- Reception were polite and helpful and I did not have to wait before I went in for my appointment
- Dr Ellis was more than kind and considerate during my consultation. Despite having time pressure she listened to me and gave me the opportunity to talk.
  Thank you
- Easy to arrange appointment
  and clarity about issues and next steps.