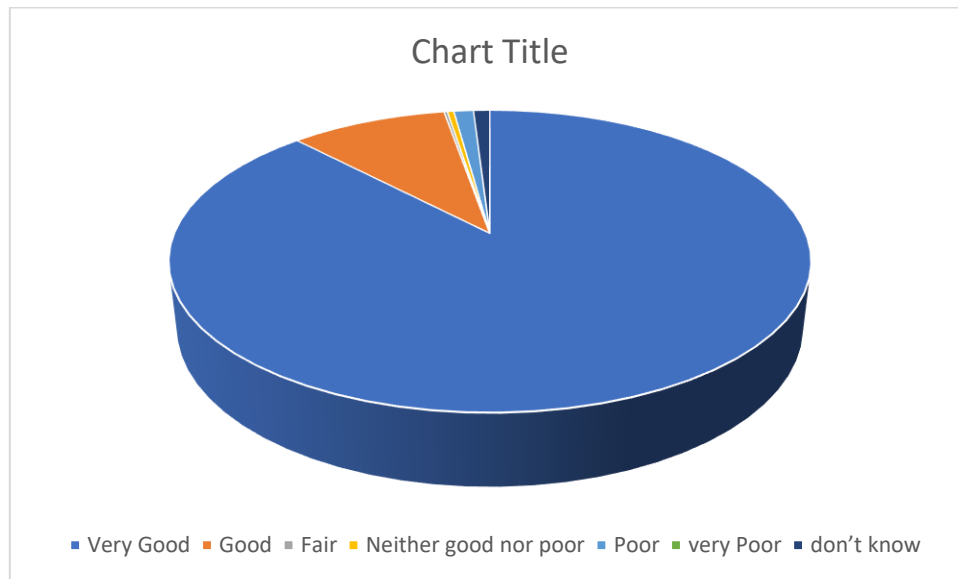


NHS FRIENDS AND FAMILY TEST

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 February 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

- Friendly service
- Lauren was polite, friendly and clearly explained what was required. A good experience.
- Fantastic professionalism
- I got home and thought I had not grasped everything that was mentioned.
- Emma the physio was very pleasant and informative. Was very happy with her.
- Brilliant
- Helpful pleasant staff, all round,
- Minimal waiting time and efficient nurse
- Excellent nurse taking bloods and explaining things
- Prompt attention on time, nice doctor
- I came out having the result I wanted to help with my medical issues
- I was made to feel at ease. Emma the physio took time to listen to me. When she carried out the inspection of my knee, she was very gentle and took her time. Following examination, she carefully explained what the x-ray was showing and offered exercises I could do to help. She also gave me the telephone number for consultant's secretary, in order for me to enquire about a follow up appointment
- A very professional HCA took my bloods, no pain or anxiety on my visit. I feel as though I am always put at ease and treated with respect. In the past I have had some bad experiences with bloods being taken but never at Whitley Bay HC.
- Excellent as always very quick & efficient no
- I saw Paige she gave me my B 12 and the injection was in and out before I knew it nothing
- I was listened to carefully and was given clear, practical and relevant advice.

- Emma was very knowledgeable
- Excellent service! Prompt, polite, friendly. everything you could want!
- Staff helpful, knowledge and welcoming
- All queries were answered. She listened which is very important.
- Listened too and referred on
- Arrived, waited and was told they hadn't booked me in with correct staff
- Appointment on time and Dr Marr solved all my issues
- Courteous helpful and listens
- As always nurse Steph put me at ease and I didn't feel any discomfort at all
- Excellent care
- We were seen, had blood tests done and had results within 3 days
- Emma went into lots of detail about my condition and offered excellent advice on what I should do next.
- Good experience all round. . Very helpful doctor who obviously had read up patient notes before we went in and spent a good amount of time listening and sorting through our questions.
- Totally professional
- Help from Reception and good waiting time to see Dr
- Not a drop of hand sanitizer anywhere disgusting for a doctor's surgery even the toilets.
- Dr. Pearson listened to what I was saying and responded in a thoughtful way
- I felt listened to and that the GP was thorough.
- Catherine was superb as usual. Professional and friendly. Explained what she was doing and was the most painless blood sampling I have ever had
- Dr Davidson is very easy to talk to and puts me at ease
- Made some changes to medication to see if this will help
- Sister Alison was amazing! She makes you feel at ease and very looked after. She is an asset to the centre!
- Appointment on time . Staff friendly and efficient.
- Emma was really helpful and efficient
- Paige handled my visit very quickly
- Appt was on time, check in was easy & Paige was lovely, efficient & respectful - as always
- Very professional treatment 10/10
- Lovely understanding kind doctor. Made me feel listened to & with my current circumstances I really appreciated that.
- Caring doctor! I felt like I was listened to and not rushed.
Thanks
- Prompt caring attention from Catherine, as always.
- Seen on time and believe the care given was excellent.
- Because I like Dr Berry she is thorough and knows my family history
- I was seen on time. Both the doctor and the receptionist in particular was very pleasant.
- Very good practice very good Dr Dr Sayers
- I always get attentive pleasant treatment. The best practice and doctors in Whitley bay.
- Excellent visits with Emma
- Dr Pearson has always been so understanding and helpful whenever I see him. I feel extremely fortunate to have such a fantastic doctor. All other staff go above and beyond to help also.
- Dr Sayers always understands and listens
- Been seen to straight away and Dr Marr is trying to make me feel reassured that all tests are carried out to find the answer to my medical problems
- Everyone is extremely helpful & cheerful & my doctor listens & does everything she can to help.
- First class service
- Dr Pearson listened to my concerns and advised me of a suitable path forward
- Best GP surgery around. The staff, nurses and GPs are brilliant and go out their way to help with any issues.
- Most helpful and supportive. Comprehensive explanation inspiring confidence
- Staff and Doctor first class.
- I feel so safe and assured in your company
- My doctor is exceptional

- The procedure was very rough and I was grazed. Was painful for a few days
- Dr Ellis listens 🇧🇷 🇧🇷
- Appointment on time, treatment excellent, staff polite and helpful
- Felt comfortable and at ease ! Also was on time
- Excellent communication and efficient, friendly service.
- The Doctor I see is very good and staff reception also do good customer service
- It's been a relief to finally get Oliver examined properly and the referral on that he needs. It's a shame this didn't happen in the appointment we attended before Christmas. Dr Berry was caring, kind, thorough and effective.
- Good receptionists and good Doctors
- Was very quick no waiting at all plus Paige was very caring
- I'm so appreciative that we have an efficient and caring practice.
- Doctor Sayers is very helpful, but 20min delay on appointment time
- Excellent service All on Time
- Staff always friendly and helpful
- Appointment running 35 mins behind
- Extra effort to fit me in. Receptionist was very helpful. GP was excellent.
- The reception staff are wonderful. They are so positive ,patient and professional with anyone walking through the door .
- Such good service. Dr Harman is a star. I was seen with such care and kindness. Your Receptionists are brilliant. Thank you.
- Dr Berry was very pleasant and I felt confident
- Dr David Colvin is very good GP and family doctor.
- Appointment on time. Waiting room clean and quiet and reception staff friendly and helpful.
- Dr Claire Ellis was very efficient and had a friendly manner, putting you at ease.
- Thoughtful and thorough consultation
- The surgery has been my family doctors surgery for around 45 years and the two doctors I have had in that time, Dr Kilgour and Dr Sayers are excellent.
- Emma was friendly, helpful and well informed. I was pleased that she took the time to carry out various physical tests to assess my complaint.(unlike at my hospital appointments) and also that she followed up with some useful references.
- Dr Colvin really took time to listen and try to help
- Dr Marr was very caring and understanding of my problems and he acted swiftly and was very reassuring that things will be checked . Very good 🇧🇷
- Always have a great experience with Dr Colvin, it's so helpful having a named GP who knows your history. The reception staff are always helpful and kind, whether it's over the phone or far to face. Can't fault WBHC.
- Same doctor super appointments
- Reception always polite and helpful. Doctor Colvin has been our doctor for many years and has consistently provided great care , guidance, support and advice.
- Dr. Sayers is very good at listening to you and your wait is never too long.
- Dr Harmen was excellent
- Doctor friendly very informative
- Because doctor Harmer was able to diagnose my condition in a professional and kindly way.
- Dr Davidson is very personable and listens and doesn't rush you
- Appointment on time, not rushed, doctor was thorough and friendly
- Because that was my experience
- I had to wait a month for the appointment
- I felt confident when I came out the physiotherapist explained all about my problem and gave me exercises and
- Dr Berry is the best of doctors, very kind and caring with my 90 year old mum. The reception team always welcome you with a smile.
- Dr Sayers is world class. I entrust him with the care of myself, my wife and my daughters.
- Lift not working . Told me to walk down the stairs with a Zimmer frame. No chance
- Felt at ease, efficient and pleasant Nurse. No issues at all.
- I got my appointment times wrong and they were v helpful in accommodating me
- Very courteous and professional
- Very friendly nurse who put me at ease

- Always professional, friendly and knowledgeable
- Appointment was on time and nurse was very friendly.
- Friendly efficient nursing and reception staff
- Dr was pleasant and informative
- The nurse was very pleasant and efficient
- Everything was superb as usual
- The care was efficient and comprehensive
- The reception team are always very efficient and helpful and Dr Ellis is a very good and kind Doctor. I very much respect her judgement and medical expertise
- The reception team are very helpful and efficient and Dr Ellis is a very kind and good doctor
- Excellent support and advice from Emma
- Appointment on time and pleasant staff.