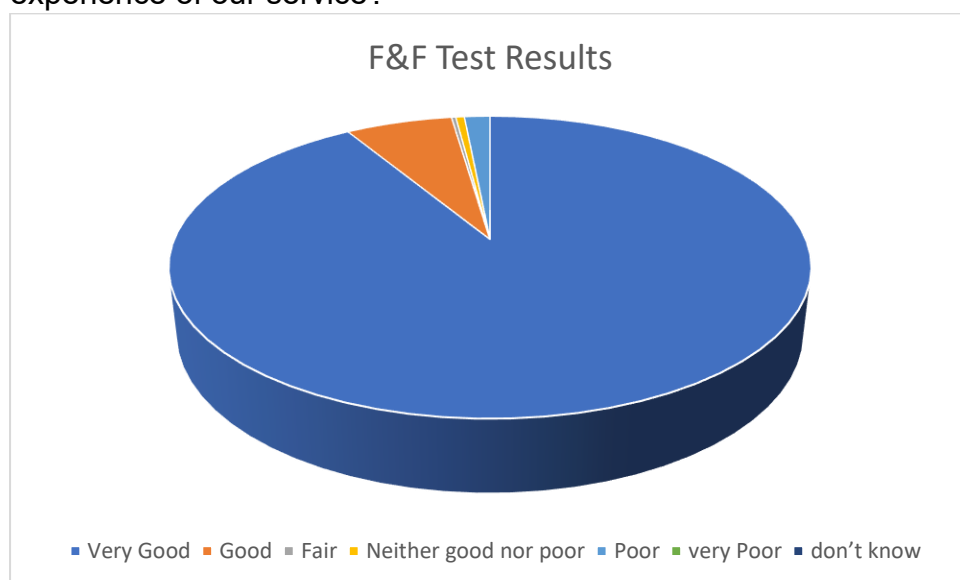


NHS FRIENDS AND FAMILY TEST

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 June 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

- Seen promptly, friendly staff, excellent care.
- Prompt appt. Appropriate confirmation of Task to be completed. Additional info provided
- Emma was lovely and explained things really well. Felt very reassured.
- Lovely staff - receptionist and nurse
- Staff always willing professional and polite always go out of their way to help you very understanding
- Dr Sayers was very thorough and explained everything clearly. He was, as always very friendly, and put my mind at ease.
- Your service was excellent. This includes the Doctor and receptionist. The Doctor was so sensitive to my needs and always is. Thanks so much.
- Quick and good doctor
- Friendly staff, and I preferred the human check-in procedure to the old electronic system. Less technology is a good thing when you are poorly.
- Professional, friendly, welcoming
- The receptionist was excellent and the nurse was excellent but two previous appointments were cancelled by the surgery.
- Quick availability, professional helpful staff
- Staff always very pleasant
- Easy to get appointment
- Emma listened and gave me good information.
- Punctual, excellent advise
- Yes. It was very good.
- Excellent service. Brilliant Doctor
- Professional and constructive advice provided.
- Reception staff very friendly and helpful and GP listened

- I have been coming here for 55 years I know what to expect
- Pleasant staff on reception, pleasant waiting environment. I was seen promptly. Paige was lovely as usual
- Friendly front desk. Seen on time, very quick blood test.
- Dr sayers always listens in a kind and compassionate manner
- Dr Harmen was good and professional
- Pleasant and helpful
- Superb service by office staff and my amazing Doctor
- Physio (Emma was very thorough she went through my X-rays examined my legs gave me some exercises and also good advice on managing the pain.
- The nurse was really lovely, friendly and gentle
- Quick, friendly, everyone I had contact with was so helpful
- seen on time and very pleasant nurse
- I was listened to without being rushed and a successful consultation was had
- Whenever I attend the surgery the staff are always very approachable. My appointment was with Allison who was able to answer all my questions and reassure me
- Both reception staff and nurse were very helpful and pleasant when I was concerned about my health following an operation which I have recently had.

- Doctor listened and carefully explained diagnosis
- Helpful and caring
- Easy to get appointment and seen on time
- Seen promptly Emma physio great help
- Nice very cheerful reception and really lively nurse looked after me.xxx
- Doctor listened and advised
- Doctor was very informative and helpful and made me feel at ease
- Prompt appointment time

- Prompt appointment. Professional person.
- Online consul with rapid response and f2f appt offer. Dr very helpful listened and trusted information given with solution and reassurance appt was appropriate
- Reception area quick to book in. Nurse ready within a few minutes of my arrival
- I was offered an appointment the next day after calling, the GP seemed very thorough and made referrals .
- Friendly, patient and knowledgeable
- Was seen very promptly and professionally
- Appointment was on time and your nurse was lovely.
- I felt listened to. I was not rushed. Dr Berry showed kindness and compassion.
- Very friendly and felt listened to. Thank you
- Went in almost on time. Never felt rushed out by the doctor.
- Wonderful service from the friendly receptionist through to the very kind and caring Dr Berry who saw my mum. :)
- Appointment on time
- As always, I was treated with kindness and skill. A wonderful GP surgery.
- Lauren communicated well and I felt comfortable talking to her
- Very organised well coordinated
- Excellent service
- Appointment on time & nurse was very efficient

- Always helpful and very efficient
- A good doc. Always give time to a patient. He is very understanding...
- Dr Colvin is always approachable, polite and compassionate. I was able to get seen swiftly and receive appropriate care and medication.
- Good visit
- Nurse was lovely. Very prompt
- Dr berry is a wonderful professional. Listens and engages well, is very professional and personable, and takes the time to explain options and alternatives.
- I have regular injections ever 12 weeks appointments always on time and receptionist and nurses always helpful.
- Efficient, knowledgeable and friendly staff
- Great service from the surgery, just massive wait times
- Friendly, expert treatment
- Appointment with Alison on time for a caring and efficient asthma review.
- Very professional and caring. Explained information clearly and helpfully.
- Friendly reception staff and doctors.
- I was seen promptly and the nurse was very thorough and professional but friendly making it a stress free visit
- Pleasant and efficient doctor who listened and managed all issues effectively
- Dr Ellis really put me at ease and explained everything
- Everyone one at Whitley Bay Health Centre are always efficient
- It was really helpful being able to get a quick appointment with a physio and get some great advice
- Although was in to see Doctor about 20 minutes late, I couldn't fault the Doctor when I seen her.
- Lovely nurses and staff
- All is very good I had a good experience in getting appointments and very friendly and efficient staff always helpful. Thank you.
- The surgery I go to from the receptionists to the nurses and doctors are amazing
I never feel like I am a bother!!!
They always listen and do there best to get an appointment when they can so yes I am fully satisfied with my treatment from them all xx
- Very helpful and informative
- The reception staff are always nice. Sharon is an excellent nurse and very caring
- Very efficient and friendly staff, 2 members of reception kindly helped me use the lift with my newborn baby, it can be overwhelming leaving the house with a newborn but they put me at ease
- I was given a chance to talk and explain my situation and was listened to
- Dr Pearson listened to my concerns
- Doctor Marr is always very professional and listens to my concerns before giving his expert advice I really appreciate that it gives me confidence
- Lauren was wonderful. Great bedside manners, caring attitude, and gentle needle touch to take blood.
- As usual Doctor Sayers diagnosed my health issues and took appropriate action.
- I went in on time and Catherine explained everything to me
- Dr Sayers makes me feel that my health is in good hands
- All the staff you have contact with are professional, caring and helpful.
- It's true first class
- Prompt efficient and friendly
- On time, quick and efficient. Staff were friendly.
- Got in before my appointment time. The nurse was lovely and made you feel at ease.
- Very pleasant, professional, and helpful nurse.

- No wait time and nurse who did smear was lovely
- Because it deserved it. Everything was ready and the Diabetic review could go ahead straight away. Everything was explained and any questions I had were answered straight away. It was done in a manner that was both professional and in a way that gave me the confidence to ask questions and put me at ease.
- Dr Pearson as always listened thoughtfully and gave considered reflection to what was the most likely remedy. I was seen fairly quickly. I think there was a slight delay but, of course, that's in the nature of things.
- Dr Harman was thorough, kind and made me relaxed straight away
- Was seen on time, nurse Lauren explained about injection and that it might hurt
- I managed to get an urgent appointment the same day.
- Dr Ellis was very caring and listened to my concerns. Thank you my faith is restored in the practice.
- Staff were very friendly and Dr Marr was very good.
- Seen promptly. Dr addressed my concerns and arranged chest x-ray
- Doctor Berry and myself both agreed we had tried everything possible to and the next step forward would be to refer me to the ear nose and throat department.
- Dr harmon is always a good listener and not quick to judge or formula opinions. Thoughtful in prescription practice always seeking to advise about possible contra indications et cetera.
- Dr colvin was very understanding and explained everything very clearly with compassion
- First time at practice . The reception team were very welcoming and I became aware that patients seemed to be given time at consultation. Having had the opposite experience at a different surgery (only visited once because of this) . I felt reassured and confident . Thank you
- Lots of different tests, very thorough and knowledgeable. Very friendly
- 45 minute wait past my appointment time
- Doctor Colvin was very caring and compassionate
- Prompt at reception . Very attentive Dr Smith and prompt blood test result
- Was seen on time and nurse was lovely and friendly while very professional
- Very quick .
- Was seen on time and nurse Alison explained about injection
- Dr Ellis is amazing. Very easy to talk to and discuss private matters and is professional! She's the best!
- Dr Berry is exactly what you want your GP to be - informed, approachable and empathetic.
- Dr Sayers listened and was compassionate