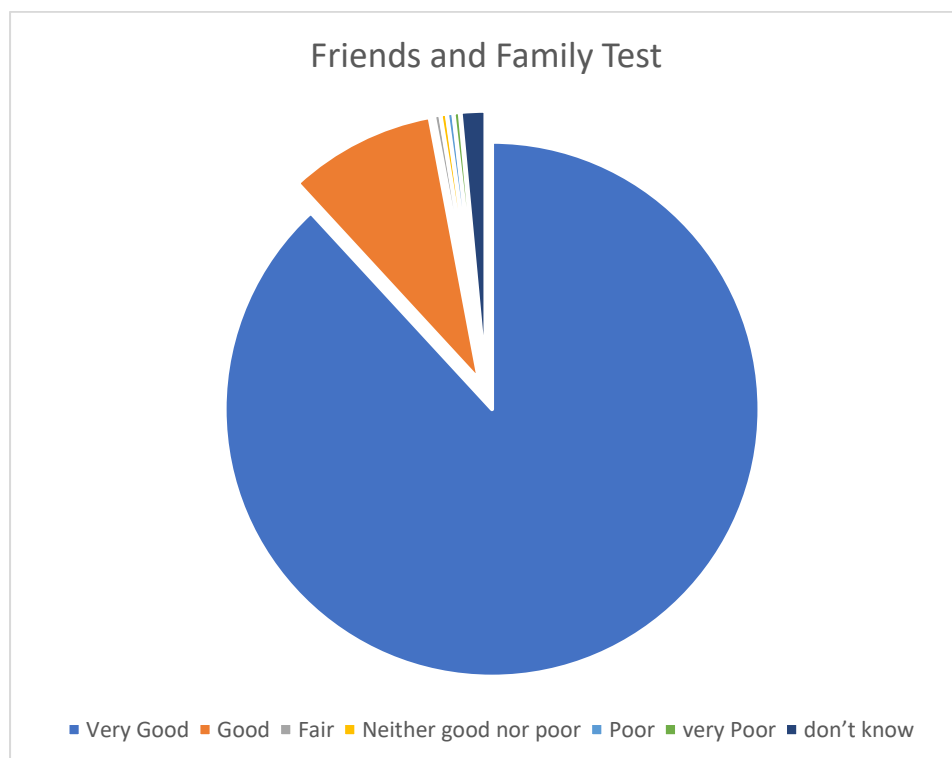


NHS FRIENDS AND FAMILY TEST

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 August 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

- Always helpful and friendly receptionists
- Very professional
- My appointment with the doctor was 20 minutes after my appointment time. However the consultation was good and Dr Ellis very pleasant.
- The treatment was careful, friendly and efficient.
- Doctor Marr was able to give me the reassurance and support I needed and I know with confidence I can pop in and see him if I have any more questions
- Very thorough and friendly appointment
- Very pleasant and efficient nurse - appt on time
- Easy to get an appointment. Felt listened to and clear advice from doctor.
- I always get great and friendly service
- Easy to make appointment. Good surroundings. Excellent care.
- Dr Smith was very thorough and arranged tests for further investigation.

- All questions answered
- Very professional, friendly and caring.
- A prompt appointment but more importantly I felt I was listened to and not hurried
- Easy to check in, always lovely staff, appointments kept to time as much as possible.
Easy to book appointments and order medication online
- GP very caring and informative and apologetic about running late.
- I am a very nervous patient but the nurse that I seen was absolutely fantastic and understanding, she really calmed me down.
- Everyone who I seen were lovely and understanding that I was nervous. The appointments were also very easy to book.
- Appointment on time and carried out by a lovely nurse Sharon Taylor who put me completely at ease. Answered all my questions. Very friendly. Thank you.
- I felt listened to and that all required checks were done and next steps addressed
- Ease of check in, short wait to see Dr... Dr listened and treatment offered.
- Easy to get an appointment. Dr Berry is just brilliant. She instantly puts you at ease, listens, explains clearly and in plain language and genuinely cares
- Physiotherapist listened very thoroughly to my physical issues, examined me and offered exercises to resolve my problem. On my second visit I was able to report a significant improvement.
All together a friendly, informative and professional experience.
- Seeing the same Doctor and being listened to
- Arrived 5 mins early and seen right away
- This was the first time I had anything to do with this part of the doctors the nurse was excellent and explained everything
- On time, very friendly. First appt a new practice and it was very positive.
- Asked for GP appt with new Dr and got one within the same week . BP/diabetes and other related issues discussed and checked over.
- Emma Made me feel very relaxed straight away. Everything was explained so that I knew the reasons for the new exercises and for the follow up appointment.
- Reception staff very helpful.
Able to easily book an appointment with alternative times offered.
Doctor provided clear answers to my questions and reassured me with the practice model of a named GP who I can have an ongoing relationship with, rather than seeing different people all the time.
- Although the staff and Doctor Ellis were amazing, it's just the 2 week plus wait for an appointment is not helpful.
- Emma the Physio gave a detailed examination and arranged for an x-ray plus a follow up
Appointment- excellent service
- Emma was so helpful explaining the results of my x-ray and exercises going forward
- Sharon was professional informative and efficient
- On time and friendly
- Although the doctor was running late was still given sufficient time to explain why I was there was past over to the appropriate depts to follow up the treatment excellent service given by doctor Ellis
- Sister Taylor does not give me haematomas!
- The reception staff, in particular Jane went above and beyond to help me. It was very much appreciated.
- The reception staff member was very helpful and friendly on arrival, my appointment was on time and the nurse I saw was very professional, friendly and helpful when explaining my new medication and my test results and what future appointments I could expect.
- A very good service from initial reception to Dr Sayers and then an instant referral to Cramlington for further tests.
- Appointment was on time and Stephanie was able to answer all the questions I had about my medications and what to do next.
- Dr Berry has been very helpful and understanding for my whole family. She is a kind, sensible, trustworthy clinician who takes time to listen to all our concerns. We never feel rushed seeing her either.
- Dr Marr was friendly and understanding, over a difficult couple of months Dr Marr has been very supportive

- The appointment was punctual and I was impressed with the doctors knowledge and assistance . Very impressed on my first visit to the surgery
- I had an appointment with nurse Sharon she is excellent.
- Appt on time. Doctor very thorough and kind and i got good outcome from consultation
- Lovely staff and appointment was on time.
- Capable, courteous and confident staff
- It was good to be able to book a non urgent appointment that also went well, thanks
- Wonderful practice where everyone works extremely hard for the benefit of their patients
- Very pleasant Nurse, chatted made me feel at ease. Took time to answer questions I had
- Pleasant and helpful admin staff. Seen on time. Doctor Smith is lovely- professional and approachable.
- Dr Marr was personable, attentive and empathic. He gave good advice.
- Dr Marr listened and gave me the best help.
- Referred to walk in centre as appointment not available until later in the day but referred back to doctor's surgery from the walk in centre as no doctor available there. Got appointment the next day and the doctor referred me to see a physio and arranged a chest xray that day. Very pleased with the time taken and action taken.
- Empty waiting room and prompt appointment. Friendly and efficient nurse swiftly carried out required procedures and I was on my way in no time! Now a vaccine invitation hoping for and anticipating just as smooth a visit!
- Friendly staff and not too long a wait.
- Dr Colvin listens and he follows up so many avenues of possible causes of my problems.
- Stephanie is a first rate Sister: warm, empathetic, direct and clear in explanation. You are lucky to have her.
- Dr Berry listened to my problem an made suggestions what is required
- Friendly nurse , seen quite promptly
- Nurse Catherine very efficient welcoming and friendly.
- Very helpful and told me what I needed to do.
- Usual high standard of service
- Emma was very thorough, professional and curtious towards me
- Dr Colvin is an amazing GP. I also feel reassured and comfortable in his professional approach.
- Easy to check in on machine. The appointment was on time and completed efficiently.
- It is always good service