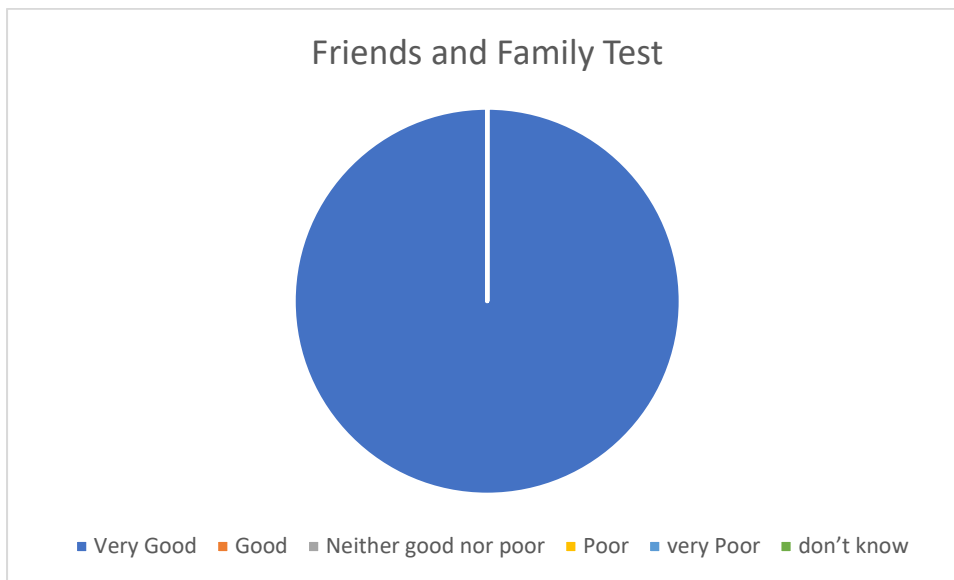


NHS FRIENDS AND FAMILY TEST

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 March 2024.

Thinking about your recent visit or contact with our practice, overall how was your experience of our service?



Patient comments

- Been with practice for many years. Excellent professional service. My doctor, Dr Richardson has been an asset to the practice. Apart from being my GP I class her as a friend. Keep up the good work.
- WBHC is an excellent practise. Reception staff are friendly and helpful. My doctor (Dr Richardson) is always professional. Offers great advice and is very supportive. I feel very lucky that I and my family have this service available close by.
- Dr Sayers always provides a good listening ear, shows care and compassion and is very thorough.
- Rang at 8.30, seen doctor at 9.30. Wow, what a service and a receptionist with humour, even better.
- As always, excellent reception staff and medical attention.
- Easy to get appointment. Staff very friendly. Doctors very supportive of issues.
- Given an appointment promptly for next morning.
- Dr Richardson is such a wonderful Dr, cant praise her enough, listens and understands everything you say.

- Great receptionists. Great Doctor (Dr Richardson). Physio is good, advice easy to understand.
- Physio good, reception good, Dr Richardson amazing.
- We have been with this surgery for more than 30 years and we receive very good service from the doctor and practice staff.
- Everything good.
- The friendliest service all the time. The girls on the front desk always have the biggest smile on their faces even though you are probably having a rubbish day.
- Dr Richardson has been our family doctor for 25+ years and as usual her care and attention to detail is excellent. Thank you very much.