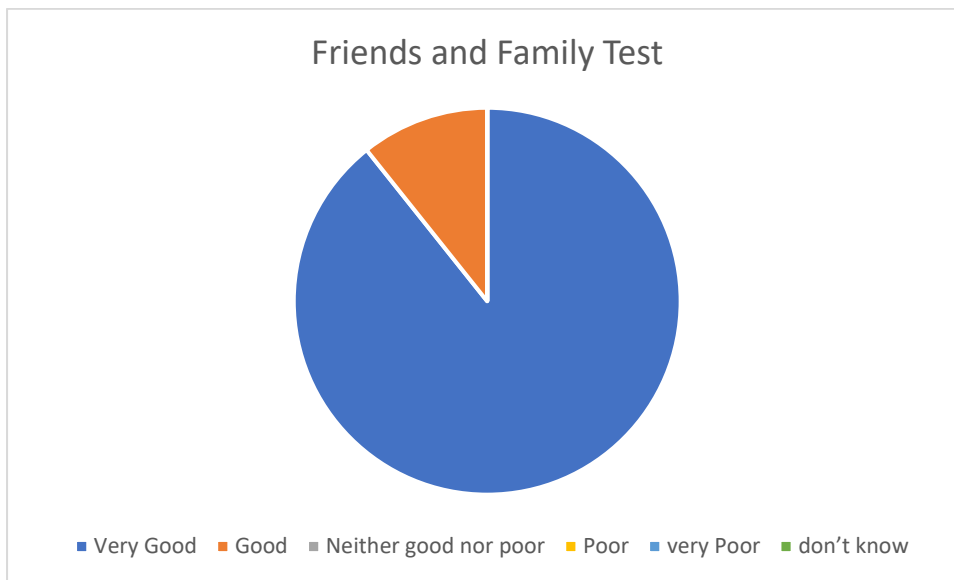


NHS FRIENDS AND FAMILY TEST

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 April 2024.

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



Patient comments

- Always helpful
- Been with practice for years and always happy to see my GP
- Dr Berry is very good. All staff are.
- I've finally found a Dr that I can trust. Dr Berry is amazing.
- Spoke to Liz on reception and she couldn't have been kinder. She took so much time with me.
- The new phone system is brilliant. Never wait long now. Also to pass on my thanks to Dr Richardson for all her help over the years she will be a massive miss.
- Been with practice a couple of months, very happy with service, very friendly.
- Always there for me, absolutely the best practice in Whitley Bay Dr Pearson is superb.
- Everybody is very pleasant and quick appointments. My medication on time and at chemist.
- Appointment was prompt, doctor thorough and friendly.
- Dr Berry is always incredibly helpful and personable.
- Really kind and helpful receptionist.

- Easy to get appointments, surgery exceptional.
- Friendly faces, quick appointments and lovely staff on the phone.
- Since I joined this surgery last year the treatment I have received has been excellent from all concerned. Doctors, nurses, receptionists etc, all polite pleasant and helpful. Well done everyone.
- Such a great service. E-consults super fast response. Fantastic, thank you.
- Always go above and beyond. Answer phones quickly and get back in touch quickly.
- Never had any problems. Very helpful.
- Excellent, Jane really helpful today always excellent at WBHC.
- Excellent! Practice as always excellent service. WBHC is a marvellous surgery.
- Dr Berry is an amazing replacement for Dr McManners. Always really caring and really lovely after my wife died.
- Everyone is absolutely magic. I have never met a nicer bunch of people and I tell everyone I meet how magical you all are. Dr Sayers is the most wonderful man.
- Friendly and helpful.
- Really helpful.
- Very friendly staff, also evening domestics were very polite and helpful, all round good, pleasant practice.
- Always goes above and beyond. Very thorough. Friendly and helpful. Practice is clean and efficient.