

## 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 2024.

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



### Patient comments

- The nurse was friendly and efficient.
- Brilliant surgery. Caring staff.
- All the girls are so helpful and everyone looks like they love their jobs. Great surgery.
- Friendly receptionist and nurse put me at ease for smear very nervous.
- Very impressed with the receptionists.
- All Doctors and staff are doing their best under todays stressful times.
- Excellent staff and Doctors.
- It would help if the self service check in was working. It never is when I come.
- Really appreciate all the help regarding medication advise from Dr Marr whilst I had covid.
- Jane so helpful.