

## 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 October 2024.

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

- Appointment on time
- Slightly longer wait for appt but was pleased with outcome from my chat with the Dr.
- Appointment on time. Nurse was courteous and friendly.
- Timekeeping otherwise it would have been very good
- Appointment was late but sufficient time with dr so not felt rushed.
- Nurse very nice . I believed I was to see a doctor
- It was what I was expecting
- Appointments were kept communicated.
- Staff always happy and pleasant made me feel welcome.
- A good service as always.
- The medical staff were great. The communications reminding me about the appointment, and asking for this feedback, came via the NHS app. This added an unnecessary extra step to reading the messages when the surgery already has my email address and phone number
- On time
- Not enough time
- My appointment was 20 minutes late
- Very friendly efficient staff.
- Excellent support
- Good quick appt.

- Pleasant nurse, seen on time
- The staff are extremely helpful and attentive.
- They were helpful
- Always so friendly and helpful
- Courteous & efficient reception. Prompt appointment
- Paige the nurse was friendly and very pleasant and injection was quite painless.
- I arrived and was seen before my time. The nurse that gave me my flu injection was really friendly and kind.
- Good staff
- Because your service always has been excellent.
- Each appointment was on time. I like the text reminder beforehand. Staff welcoming and helpful
- I been with you for 53years
- Friendly staff and prompt appointment
- Friendly staff and wonderful doctor.
- So quick and easy
- Dietician was so kind and understanding. Good tips given to me
- Receptionists are the best
- Made to feel very comfortable & was listened to
- Seen promptly and dealt with efficiently and in a friendly manner by Stephanie and Anna
- Dr Berry is very thorough, patient, and friendly. We are also really pleased with the family doctor system and how easy it is to get an appointment if we need one.
- I called at 0900 and was offered an appointment for my son at 10.30. I feel that the GP listened to my concerns about my son and did a thorough assessment which gave me reassurance.
- Everything was on time and dealt with really well. also I was given flu & covid jabs so has saved me another visit
- Very satisfied with the service and prompt appt time
- Friendly, helpful and informative. Great customer care.
- Just so streamlined
- Got seen straight away and Dr. Colvin was great
- Appointment for my 3 week old baby given same afternoon. Very friendly service both on phone and from GP.
- I have always had first class service from WBHC.. Recent vist. excellent service.
- Michaela is excellent
- From ladies on reception desk through to nurses who attended to me the overall experience was absolutely first class.
- Waiting time was about 2 minutes ( perfect)
- Dr Pearson has been very supportive and helpful.
- Nurse got my vein first time
- Lots of helpful information given
- Polite, caring and professional . Paige answered all my queries.
- Doctor explained everything to me and listen to my complaints and give good advice and prescribe medication to suit
- The practice was clean and warm, and reception staff were welcoming and efficient.  
My appointment went ahead slightly later than planned but once I saw the nurse, she was friendly and quick to do her job. Booking a follow up appointment at reception was really easy and the staff made sure I had everything I needed.
- Dr Berry listens, she's patient and a lovely doctor. She's excellent with my children especially XXX who has Autism. She's goes the extra mile to make her comfortable.
- Nurse was very kind and was able to take my blood 1st time.
- Quick & efficient

- Prompt attention from from a really pleasant and competent nurse (Paige Carter)
- Dr Harman is the best doc I've had . Staff are so lovely, always smiling and greeting you whilst looking at you.( which is important) You should all be proud to work at Whitley Bay health Centre.
- Having the opportunity to talk in a 'safe place' is invaluable and Michela is just so lovely.
- Dr Berry was very attentive and sympathetic- it felt very easy talking to her and I felt so much better afterwards. She was very helpful.
- Dr Davidson is a wonderful doctor. She is friendly, kind and professional and always takes her time to be thorough! She is reassuring and it is always possible to talk through any worries. As a whole Whitley Bay Centres staff; doctors, nurses and reception staff are all wonderful wonderful humans. Kind, caring and supportive. Staff are so welcoming and always go the extra mile. The centre is always calm (minus when my children are there) and I feel very fortunate to have such an incredible practice. Thank you x
- Excellent gp great practice great receptionist
- Paige was very good
- Online booking was easy to use. GP helpful and I was seen promptly.
- Dr Pearson was helpful and understanding with a clear wish to resolve my current problems.
- Both Dr Pearson & the medical student were very understanding regarding my condition and both very professional.
- Very efficient blood test with the nurse - barely took 5 minutes. Nurse was both friendly and professional.
- Dr Ellis is lovely
- Receptionists always welcoming and pleasant, Dr Davidson was very helpful as have all the doctors and nurses I have ever had appointments with over the years. I have always recommended this practise and will continue to do so.
- Sharon puts you at ease and a great communicator .
- The asthma advice was just amazing I have struggle so much with my inhalers but Sister Stephanie's advice was fantastic. She's such a lovely member of your team.
- Doctor Marr listened to my issues and responded in a very positive way to help me.
- Sister Taylor first class
- Helpful and friendly at reception . Doctor Marr excellent service
- The physio lady was lovely and very helpful with lots of advice.
- Appt with Emma physiotherapist absolutely great so welcoming
- Was able to get an appointment with the Physio after speaking to Receptionist
- Paige was very helpful and friendly and sorted out my blood test etc. for my yearly review
- Everyone friendly from the lady who directed me to reception, the receptionist then the nurse and Dr Pearson who did my Covid and flu jabs. A very efficient visit. Thank you.
- The appointment was for pre cruise injections. Sister Stephanie had already rung to discuss these.
- Paige gave me two needles one for a blood test the other for my flu jab both virtually painless.
- Very prompt & a Trainee Nurse did my injection. She was very calming & confident.
- My appointment was for pre cruise injections. I had previously spoken to Sister Stephanie on the phone. She did research on my behalf and gave excellent advice ( as well as the injections). I have been a patient at WBHC sine 1976 and have always received excellent service from everyone. Thank you.
- Dr Berry is so nice and reassuring
- You do a wonderful job.. 🙏
- Always nice to be able to talk to your doctor even though they are very busy
- Nurse Sharon is always friendly and very capable and always makes you feel at ease.
- Dr Colvin was very helpful as always and made me feel at ease about my symptoms
- Physiotherapist was knowledgeable and helpful
- Very competent staff carried out procedures efficiently.

- Cheryl is a lovely lady. Very friendly, great sense of humour, felt relaxed and listened to. She is a lovely midwife
- The midwife is brilliant and efficient
- Appointment was on exactly time, Sister Anderson is so nice
- DR Ellis was very understanding about my issue and listened with care and helped talk through my options to resolve the issue. Can't fault dr Ellis at all. Thanks so much
- Smiling staff..great service
- Reception staff great, appointment bang on time. Nurse Alison Anderson was very professional, helpful and encouraging. Thankyou.
- Sister Taylor was very kind and understanding of a nervous first time mam getting her babies first injections. She gave lots of advice on after care and made us feel at ease.
- Dr Colvin is a great Doctor
- I understand what could be wrong with me and Dr Colvin is great at explaining things in an easier form . The general atmosphere is comfortable in the doctor surgery as well.
- Both my little ones enjoyed the experience. My oldest child is really fearful of the doctors but the happy chilled environment made her feel comfortable.
- Always superb at WBHC
- Lauren very efficient & on time
- Super helpful reception who found an appointment that worked for me. Doctor and student very clear and helpful
- Dr Berry was very pleasant, caring and efficient