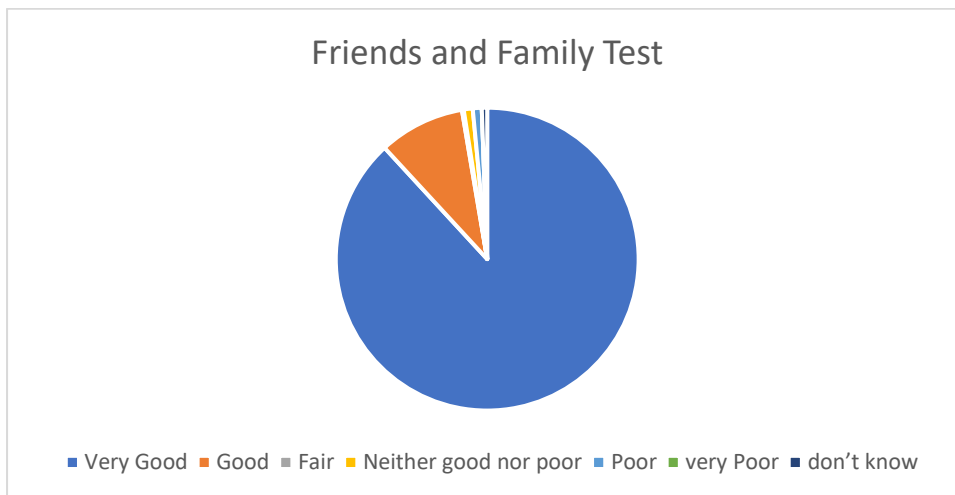


## NHS FRIENDS AND FAMILY TEST

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 February 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

- Dealt with my problem quickly and efficiently. Gave clear instructions as to how to alleviate my injury.
- I can always get an appointment with my regular GP
- Quick appointment, thorough, explained everything
- Made me feel at ease. This is a fab health centre. The staff are all so helpful and friendly
- Amazing as always.
- Doctor was great. Couldn't have done more.
- Didn't have to wait too long for an appointment. Issue dealt with well.
- Lovely reception staff. Lovely clean reception area. Lovely Michaela clinician.
- Diabetic check incorrect staff member allocated only took weight and BP. A total waste of time.
- Quick, efficient. No issues
- On time efficient caring service with a professional manner giving great confidence that the patient is a person and not a statistic
- The appointment was on time and the nurse very efficient.
- Prompt attention, visit completed in a few minutes
- Nurse very helpful with bloods for statin was at appointment for shingles
- Nurse was very robotic as if she was reading from Script and didn't really answer my concerns
- Just very good outstanding service

- Appointment confirmed . Almost on time. Convivial nurse. Efficient service.
- The Nurse I saw was very professional and friendly and explained fully what was happening. She also advised on arranging a Shingles vaccine.
- It is such a friendly environment. The staff are helpful, professional and understanding.
- I was called on time no waiting and it was over very quickly excellent service by Stephanie the nurse, she knows I don't like needles so makes it over quickly for me.
- I always find the nurses, doctor and staff very cheerful and helpful.
- Friendly and professional, answered any questions clearly
- On time and professionally delivered. Nice to think someone takes an interest and cares. The whole surgery structure reflects this.
- Pleasant and friendly attitude, good communication skill shown
- Every one is very helpful and there to assist you whenever you need them
- Stress. free .Very prompt Appointment given on same day as request . Everything thoroughly explained and dealt with . .Very reassuring . Couldn't have been bettered .
- The nurse was sweet and really lovely talking direct to Anna which is a very good sign.
- Always found WBHC calm and friendly
- Quick result from sample and listened to my queries.
- In the 43 years I've been with you, you never let me down. All staff always lovely with me.
- Because over the years I have never had anything but excellent treatment. My questions have always been answered.
- I did not wait any length of time and the service excellent. A kind gentle pleasant manner from the nurse made it a pleasure to attend.
- Dr Ellis was really nice and listening and giving helpful suggestions.
- Not only did the nurse take bloods but was able to confirm I was in A fib and gave me relevant advice..its a longstanding intermittent problem
- Informative
- I dealt with both the receptionist and a nurse - both were super helpful
- The student doctor was very thorough in her medical exam.
- Doctor listened well to a complex situation and we discussed options together. We identified a number of routes to investigate. I felt I was given time to voice my concerns.
- Dr Harman was able to answer all my questions and give me advice on the best way to move forward ..
- Lauren is fabulous, very helpful, friendly and i never felt a thing when i gave a blood sample, normally i hate needles!!
- The doctor respects me as an intelligent person, listens and takes in what I am saying, and then gives me the expert advice I needed.  
The reception staff are perfect and always friendly, courteous and helpful. The resident physiotherapist is just what I needed.
- Saw the nurse for bloods which were taken quickly and relatively painlessly. Also managed to get same day appointment with doctor which was quick and efficient.
- Friendly, not rushed and a continuity of care.

- Dr Ellis was great. She had clearly read my notes and was up to date with my history even though I was a new patient. I felt welcomed and also very comfortable discussing my health concerns. I can be someone who may avoid seeking medical help but knowing Dr Ellis is my GP will make me more willing to seek advice without delay. Thank you!
- The Nurse who saw me was welcoming and professional and she explained the procedure.
- Got an appointment quickly which when I arrived was on time Saw Dr Colvin who is always very pleasant ensuring I have understood everything he always goes above and beyond
- You are there when I need help
- The health assistant was lovely. She explained everything to me .
- First visit & very happy with outcome
- Ability to speak to a receptionist in a timely manner, prompt check in, not waiting too long to see the GP
- Nurse Sharon is excellent at her job.
- The appointment was easy to make. Reception staff were very helpful and Dr Harman was excellent.
- It was an informative session
- Very happy with the service, from the initial reception team to an excellent/thorough appointment with Dr Sayers.
- Paige was friendly and efficient
- Dr Colvin is always very helpful and knowledgeable
- Registered arrival which was early sat in waiting room then nurse rang me to see if I was on my way to the surgery I was just about to leave. Having said that nurse was great and very helpful.
- Lauren was very professional & courteous
- Really impressed with consultation with Dr Harman and explanation and treatment of my problem
- The whole appointment was a seamless process
- I was pleased that the blood test results from my recent Health check had been followed up by Dr Pearson. It had been relatively easy to make an appointment & I felt listened to during the appointment. Also, the medical student, Anna, was really attentive & very nice, (as was Dr Pearson).
- Dr Colvin is always very good, I'm always very confident in his assessments.
- Very efficient at the doctors, Dr Sayers is brilliant
- Had to wait a bit past my appointment yet only one in waiting room and told to pick up a blood pressure machine but had none
- Friendly professional service
- Fast efficient service and pleasant staff.
- Staff were cheerful, polite and efficient.
- Prompt appointment to take action on pain and lovely manner of all staff I met.
- Friendly, efficient and helpful nurse gave good advice
- Lauren was very professional, friendly, helpful and informative. A credit to your surgery.
- Receptionist was very nice and Dr Colvin is a wonderful doctor.

- Despite the fact I have handed in a week of blood pressure readings every 3 months for the past 7 years, the health care assistant seemed totally unaware of this.
- I phoned for an appointment and the person who answered did so promptly and was very engaged, courteous and professional. I had to wait a few days to be seen but given the pressures on the health service that seemed fine. I then saw the Dr. The appointment was pretty much bang on time, the service was engaged, clear and helpful and I have a strategy to hopefully alleviate things. Clearly what is not certain is whether or not things improve so I may have to return if they don't...
- Efficient, nurse is well organised
- Dr Sayers always attentive to detail. Arranged everything needed, from medication to chest xray.
- Staff member very easy to talk to, answered my queries ,very professional
- Doctor was very good but there was a 25 min wait.
- From request to completion- everything was quick and satisfactory
- Stephanie was very knowledgeable and helpful in getting me back on track with treatment.
- Didn't have too long to wait for appointment. Nurse Taylor very nice.
- Dr Sayers is an excellent GP
- I felt listened to, and I felt like I wasn't being judged. It was lovely to just talk and feel heard.
- Alison was helpful, reassuring and answered my questions.
- Dealt with on time efficiently. Lauren very friendly and caring
- Always find Alison chatty and thorough.
- Overall treatment and care. Reception staff are a credit to your team, so caring and polite
- Good communication, enough time. I have confidence in my GP and his advice
- Paige is always super happy and helpful
- Love Dr Berry she's so personable and straightforward. Receptionists v helpful too
- Dr Davidson is so very kind & patient. She really listens to me & puts me at ease
- Saw Sharon on Friday she is such a lovely lady explained everything that I needed 2 know very helpful
- Michaela was very easy to talk to and gave me few options to think about . I was quite worried about going to see her but it was fine.
- No waiting time. Katherine was superb in her approach: she was informative, calm, approachable and professional.
- Dr Harman is a excellent Doctor
- Nurse Taylor is very caring, she listens to you and validates what you are telling her alongside remaining highly professional. This is a strength a lot of staff unfortunately don't have.
- My whole family been in this surgery for 29 years and I couldn't fault them . Even though staff have changed over time the excellent service is constant .
- Staff very pleasant and everything ran smooth Paige very efficient and friendly and listens.

- Dr Marr very understanding and considerate
- Excellent consultation with thorough approach
- Doctor understanding of my concerns
- Practitioner was friendly and thorough. She repeated my blood pressure reading which was initially very high.
- Sympathetic understanding of my issue and clear diagnosis
- Dr Berry was very helpful & kind to me
- Dr Harman was very helpful
- Catherine was very good
- Was seen on time, very positive appointment with Michaela. She has supported me a lot of the last 6 months
- Dr Berry is my new GP I feel she goes above and beyond to help me every single time I visit the surgery. She has a lovely caring manner, I actually feel confident with her help I'm going to cope better with life long struggles.
- Dr Marr and all of the staff at the health centre are always friendly and considerate and always go above and beyond to help make me feel comfortable and at ease no matter what the problem is.
- The Health Centre is excellent I can't praise it enough
- Could sign in at the terminal and appointment was on time. Dr is also a very good listener and sorted out what I needed
- GP and all other staff very helpful and caring
- Pleasant atmosphere with helpful staff.