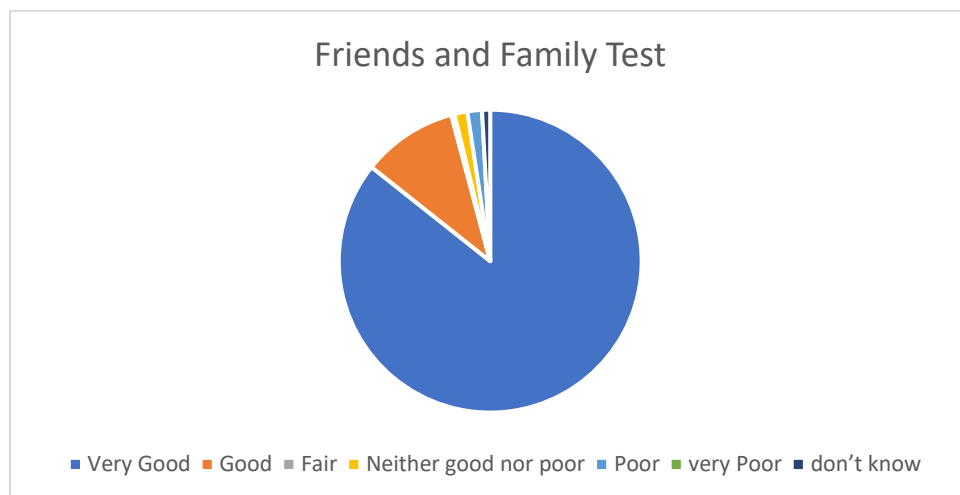


NHS FRIENDS AND FAMILY TEST

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 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

- No wait and the nurse was great
- No waiting - seen promptly, efficiently and kindly
- 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.
- Appointment was on time, nurse very efficient and professional
- Was seen at my appointment time by a friendly nurse
- Good efficient friendly staff member. Explained what she was doing and why. Asked permission to take blood pressure and weigh me.
- Waited 15 minutes over my appointment time, he had no one in the room with him so god knows what he was doing. Felt like he didn't really know what he was doing and just printed off some exercise sheets for me to do. There wasn't any reps on the sheets telling me how many I should do so he says "I guess just to this many". Shouldn't be guessing, he should know.
- Could sign in at the terminal and appointment was on time. Dr is also a very good listener and sorted out what I needed
- Pleasant atmosphere with helpful staff.
- Reception staff very helpful. Doctors always have time to listen to you.
- On time, helpful receptionist, GP was thorough in explaining what the next step would be.
- Paige was excellent. Professional and friendly. She also managed to extract blood first time without hurting me which is extremely unusual!
- Dr Marr listened, understood my concerns and treated me in a professional but friendly manner
- Same day appointment. Thorough history taken. Listened to me and left reassured that if necessary I could ring for further help.
- Got an appointment on the same day. Consultation with doctor made me feel reassured
- Dr Sayers approachable, friendly and I trust him

- Found Michaela very helpful, encouraging with good ideas and support. Such a good listener and so supportive.
- Friendly staff and good care from Dr Berry
- Dr Sayers has been a very understanding and empathetic g.p who has helped significantly through a tricky time. Appointments always arranged within a good time frame.
- V busy long waiting time
- Appointment was on time and I was in and out swiftly.
- Dr Berry is very calm and nice . She is very reassuring .
- No long wait for appointment, receptionist was both polite & sensitive to my needs
- Prompt appointment, easy to book online and pain free blood taking!!
- Seen in good time
- Appointment kept in time, with care and professionalism.
- Happy with my appointment
- Appointment was on time and quick.
- Appointment was on time and Nurse was very thorough and efficient.
- Nurse Hall was very informative about the inhaler and how they should be used and was able to explain the most likely reason I have been having a problem since using my current inhaler. I look forward to my next appointment in three weeks.
- No problems, checked in at front desk as self check in not working. Greeted with a friendly smile from staff, advised of waiting area for my appointment.
- Nurse was very friendly and helpful with discussing what was going to happen
- Very happy with Dr Berry .
- Always very well looked after.
- Got the reassurance I was looking for
- Dr Ellis was very warm and compassionate, and gave excellent care. Thank you!
- It is such a friendly and welcoming surgery. Appointments are always on time, and I find the staff friendly, helpful and professional at all times.
- Excellent medical centre no problem getting an appointment with my regular GP lovely helpful staff
- Excellent staff very friendly. Sister Taylor is such a fabulous and person. Always make me feel very comfortable.
- Only waited a few minutes and saw Sharon who looked after me and explained what was going on
- Had to wait about 20 mins after my appointment time
- Seen at required time, no long delayed waiting
- Excellent service but had to wait approx 15mins
- Booking in system good, not too long a wait to see Doctor.
- Dr Berry , extremely helpful !
- I received the treatment I needed and in good time. Nurse was very efficient.
- My doctor, Dr Marr was very understanding and helpful during my appointment. I was very upset and he showed great kindness and empathy towards me. I came away well informed and with peace of mind.
- Appointment on time, saw my named GP and a very pleasant confident 4th year medical student.
- Sister Anderson spoke a lot of sense and was sensitive to my need to continue enjoying life.
- Normally very good but prescription didn't make it to the chemists (an IT issue I think).
- Sister Sharon Taylor was excellent as usual
- I would have picked very good but this time the clinic was like a cattle market and I waited for over 30 minutes after my time.
- Catherine (I think she is called) was lovely , very effective and efficient, and very personable
- Appointment on time and staff friendly, and explained procedure etc.
- Brilliant service from all staff especially my gp who reassured me and was very kind and understanding

- Allison was very professional and pleasant
- Dr Marr has a great understanding of my needs
- Easy to register my arrival Dr Pearson was very helpful explaining the issue I am experiencing fully and the possible solutions to hopefully rectify it. Was easy to book a follow up appointment with the receptionist
- Good information
- No wait very efficient
- Prompt appointment
- Based on only two visits (this was my second) Dr Ellis is the best doctor I've had in years —better than any experience in my last surgery
- The nurse Sharon Taylor was very friendly and treated me very well. She made my procedure easier for me.
- Wait time was nearly 30 minutes after appointment.
- Phone call was ten minutes early so I missed it; nobody rang back, appointment has been marked as "complete"
- Appointment on time - staff pleasant & helpful
- Saw doctor more or less on time
- Appointment on time. Friendly and efficient staff. Nice light environment.
- Nurse was punctual, friendly informative and took bloods and it was painless
- Service mostly good
- Swift efficient service..
- Appointment ran to time, staff very friendly and efficient
- My appointment was on time, and the nurse attending was very friendly and informative
- Was seen exactly on my appointment time
The nurse I saw was lovely
- All members of staff are lovely and very helpful. Dr Pearson was caring, understanding, kind and gave me great information. The reception staff were helpful with a query regarding prescriptions. I didn't have to wait long for my appointment, everything ran to time.
- Paige Carter is a really lovely nurse. She's a credit to the practice.
- Was called in to see nurse few minutes after arrival. Pleasant visit with all services provided with care & kindness.
- My appointment (joint with my 2 kids for travel vaccinations) needed to be changed last minute due to staff sickness and they were so accommodating to allow me to collect my kids and get them there after school. The nurse Sharon was great. I've moved away from this surgery since I registered many years ago but won't change to a more local surgery as I'm so happy with Whitley bay health centre. The continuity idea works very well.
- The doctor was very understanding of my needs
- Dr Marr was very patient and kind. He was reassuring me with all the information I needed following my PE in both lungs and needing thrombolisation in hospital.
- Receptionist very pleasant & efficient. Appointment with Nurse the same.
- The appointment was on time. The Nurse listened to me and quickly came up with a course of action.
- Dr Berry is always patient, thoughtful and empathetic. I never feel rushed and she remembers important details about my life - outside of my own illnesses.
- I was in for my appointment dead on time. Friendly nurse and very efficient.
- I didn't have to wait long and when I saw Catherine she was very efficient and friendly.
- I already answered this for Doctor Ellis She is the best doctor I have ever had
- Dr Sayers is extremely thorough and so kind and supportive. Easy to check in and we never feel rushed.
- We are so grateful to be at WBHC and to have Dr Sayers.
- The appointment was very efficient and the nurse - Paige was lovely!
- Efficient, professional, well organised
- Dr Colvin is always helpful and positive... the reception team again are always on hand to help. Thank you

- Long wait for appointment but nurse was great.
- Prompt service
- Dr Marr is nice to talk to and listens which is refreshing
- Dr Sayers is very professional and helpful at the same time.
- Dr Sayers is always friendly, caring and understanding. He listens carefully and takes time to explain the conclusions he's reached.
- Doctor Davidson is very approachable and knowledgeable. She is patient and extremely helpful
- Practice staff and Dr Colvin are always friendly and welcoming when I arrive. The health centre environment is comfortable and well organised. My consultations with Dr Colvin leave my feeling listened to, supported and reassured by his diagnoses, recommendations and positive plans of action.
- I felt Dr Berry listened to my concerns
- Dr Berry is very kind and caring. She is a good listener and puts you at ease while trying to figure out what's wrong.
- Dr Smith took me seriously, listened to my concerns and thanks to her I ended up having emergency spinal surgery. I'm so grateful to her.
- Doctor Marr is very thorough and gets things done.
- Dr Berry actually listens to me and gives me good advice and makes me feel relaxed after leaving my appointment
- Dr Ellis is always very nice. Very happy to have her as my doctor
- Everyone was so kind. Elizabeth and Dr Berry.
- Dr Pearson is always friendly and professional and explains next steps clearly.
- I felt I was being listened to. Dr. Pearson is approachable and when appropriate demonstrates humour and understanding.
- As always Dr colvin was very good. He examined me then made a follow-up appointment.
- Long wait in reception as electronic sign in not working. More than 20 minutes wait past appointment time. First encounter with doctor. She was very understanding and helpful.
- Dr Davidson was thorough and as usual listened to me
- Feel so well looked after by Dr Berry and all the staff
- Dr Harman great
- I was seen promptly and Dr Pearson explained clearly my option to treatment.
- Nurse could not be more helpful and professional. Appointment was on time. No waiting.
- Appointment was on time and Dr. Harman performed a thorough examination and made an appointment for next time.
- Dr Davidson is easy to talk to
- Dr Marr listened and acted as I needed he was very pleasant too.
- Dr Davison as always very welcoming, we had a good discussion on my condition plus regarding results of a recent blood test. I took up her recommendations out medication. I came out feeling very positive.
- Paige is very efficient and also just generally lovely to deal with.
- Appt as on time. Dr Harman was very helpful. Long term problem which she keeps under control. Very happy. Would not do without her. Treats my husband too. An excellent family doctor.
- I had no problem getting an appointment at a time that was ideal for me. All credit to the admin staff. The actual appointment with Dr Pearson addressed all of my concerns in a very professional and friendly manner and he was able to provide solutions that I thought were well considered.
- Dr Berry is very good at listening and sorted out what I needed
- All the staff at the health centre are friendly and professional. Dr Berry is very approachable and I feel like I'm in the best hands with her and the team
- Sister Anderson was very helpful in going through the questions and explaining how to maximise lung capacity
- Pleasant, friendly staff on reception. Paige was lovely and cheerful as always. My appointment was on time
- Doctor Colvin always attentive, a feeling of confidence after consultation.