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|--|---|---|-------------------|---|
| Title | FRIENDS AND FAMILY TEST The national initiative to determine patient and staff satisfaction by the likelihood of people to recommend our services to their friends and family | | | |
| File location | | | | |
| Meeting | Executive Board | | | |
| Date | 27th January 2015 | | | |
| Executive Summary | | | | |
| <p>In December 2014, 691 patients completed the Friends and Family questionnaire in inpatients, A&E, maternity services, outpatients, day case units and the three GP practices which are managed by the Trust. This is a reduction on the previous month and nearly 40% fewer than October 2014.</p> <p>The A&E response rate dropped to 14%, inpatient wards to 31% and maternity to 21%, each a significant reduction from the previous month. There was an overall combined response rate of 18% this month for A&E, inpatients and maternity services. The Net Promoter Score for these combined areas was 73.11 which continues to demonstrate that patients are more willing to recommend our services than not.</p> <p>Given the reduction in the number of people responding, a series of actions have been agreed for the remaining two months of the year to help achieve the end of year target position of 20% response rate in A&E and 40% response rate for inpatient settings.</p> <p>The results of outpatients and day case are reported in this paper separately and demonstrate a similar trend in reporting to previous months.</p> | | | | |
| Recommendation | | | | |
| The Board is asked to discuss the Friends and Family test results for December 2014, and note the actions in place to improve responses from the public. | | | | |
| Report Author | Maureen Dale, Service Lead, CAPI | | | |
| Executive Director/ Sponsor | Bob Brown, Director of Nursing and Patient Safety | | | |
| Purpose of paper | Information | X | Discussion | X |
| | Decision | | Assurance | X |
| | Specific action | | | |
| Implications | Staffing | | Yes | |
| | Finance | | None | |
| | Legal | | None | |
| | Public engagement | | Yes | |
| | Partnership | | None | |
| | Communication | | Yes | |
| | Equality & Diversity | | Yes | |
| | Clinical | | Yes | |
| | Patient Safety | | Yes | |

| | |
|--|----------------------------------|
| Risk assessment and mitigation (include risk register reference if appropriate) Financial risk re: implementation and response targets (CAPI 4) | |
| Link to STFT Business Plan | Patient Safety |
| Link to CQC outcome | Outcomes 1, 2, 3, 4 and 5 |
| Link to Board Assurance Framework | Patient Safety Workforce |
| Link to Strategic Risk Register | Patient Safety |

REPORT TO EXECUTIVE BOARD

THE FRIENDS AND FAMILY TEST

December 2014

1 Introduction

This month completes the third quarter of the second full year of the Friends and Family Test with revised CQUIN targets.

Our staff continue to assure patients that reporting their experience, whilst voluntary, is important to us and so encourage their feedback. There is a balance to ensure patients are supported to share their experience without staff influencing their comments.

2 Patient Friends and Family Test – Inpatients, A&E and Maternity

The Trust recognises the importance of patient experience feedback to continually improve our services. All ward and departments receive timely feedback following analysis of the information, which is proving very beneficial to all staff. The majority of comments received for all areas have been very positive and this feedback is motivating for staff.

The Trust's overall star rating and Net Promoter Score continues to be high, reflecting patients are more likely to use our services than not, however there has been a significant drop in the number of respondents in comparison with previous months.

| | Trust Net Promoter Score | Trust % Return Questionnaires | No of Questionnaires Returned | Lowest Ward/ Dept Net Promoter Score | Trust's Overall Star Rating |
|-----------|--------------------------|-------------------------------|-------------------------------|--------------------------------------|-----------------------------|
| 2014/15 | | | | | |
| March | 73 | 16% | 660 | 38.74 | 4.7 |
| April | 72 | 22% | 887 | 48.28 | 4.7 |
| May | 77 | 17% | 716 | 50.00 | 4.7 |
| June | 78 | 16% | 674 | 67.39 | 4.75 |
| July | 56 | 36% | 1576 | 50.2 | 4.4 |
| August | 71 | 27% | 1083 | 50 | 4.67 |
| September | 69 | 34% | 1359 | 67 | 4.6 |
| October | 76 | 31% | 1291 | 48 | 4.7 |
| November | 75 | 19% | 785 | 46.67 | 4.71 |
| December | 73 | 18% | 691 | 50 | 4.67 |

The following table clarifies response rates and scores in defined clinical areas of the Trust.

| Trust | April | May | June | July | August | Sept | Oct | Nov | Dec |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of respondents | 887 | 716 | 674 | 1576 | 1083 | 1359 | 1291 | 785 | 691 |
| Number of eligible discharges | 3976 | 4208 | 4226 | 4359 | 4015 | 4032 | 4163 | 3709 | 3824 |
| % respondents out of eligible discharges | 22% | 17% | 15.95% | 36.16% | 26.97% | 33.70% | 31.01% | 19% | 18.07% |
| Trust Net Promoter Score (NPS) | 71.71 | 77 | 78 | 56 | 71 | 69 | 76.16 | 75.22 | 73.11 |
| A&E | | | | | | | | | |
| Number of respondents | 355 | 255 | 261 | 1032 | 648 | 880 | 834 | 439 | 349 |
| Number of eligible discharges | 2641 | 2867 | 2838 | 2999 | 2825 | 2802 | 2869 | 2550 | 2590 |
| % respondents out of eligible discharges | 13.44% | 8.90% | 9.20% | 34.41% | 22.93% | 31.41% | 29.07% | 17.22% | 13.50% |
| A&E Net Promoter Score (NPS) | 56.62 | 71.37 | 69.6 | 50.2 | 64.66 | 61.59 | 73.57 | 71.05 | 64.91 |
| In patients (inc St Benedict's and Primrose) | | | | | | | | | |
| Number of respondents | 365 | 327 | 299 | 350 | 306 | 323 | 332 | 269 | 254 |
| Number of eligible discharges | 848 | 920 | 909 | 952 | 875 | 868 | 910 | 790 | 821 |
| % respondents out of eligible discharges | 42.60% | 35.50% | 32.90% | 36.80% | 34.97% | 37.02% | 36.48% | 34.10% | 30.90% |
| Inpatients Net Promoter Score (NPS) | 82.9 | 76.41 | 75.25 | 81.3 | 77.47 | 80.33 | 81 | 76.78 | 78.14 |
| A&E and in Patients | | | | | | | | | |
| Number of respondents | 720 | 582 | 560 | 1382 | 954 | 1203 | 1166 | 708 | 603 |
| Number of eligible discharges | 3489 | 3787 | 3747 | 3951 | 3700 | 3670 | 3779 | 3340 | 3411 |
| % respondents out of eligible discharges | 20.64% | 15.37% | 14.95% | 34.98% | 25.78% | 32.78% | 30.86% | 21.20% | 17.68% |
| A&E and inpatients Net Promoter Score (NPS) | 69.79 | 74.17 | 71.25 | 63.53 | 68.87 | 66.63 | 75.66 | 73.2 | 70.46 |
| Maternity | | | | | | | | | |
| Number of respondents | 167 | 132 | 106 | 144 | 129 | 156 | 125 | 76 | 88 |
| Number of eligible discharges | 487 | 421 | 479 | 408 | 315 | 362 | 384 | 313 | 413 |
| % respondents out of eligible discharges | 34.30% | 31.36% | 22.10% | 35.29% | 40.95% | 43.09% | 32.55% | 24.28% | 21.30% |
| Maternity Net Promoter Score (NPS) | 79.51 | 86.37 | 87.5 | 86.52 | 88.28 | 83.22 | 80.8 | 92.11 | 87.42 |

Please note that the overall number of respondents by Trust is not always equal to the sum of the subtotals of A&E, inpatients and maternity. This is because there are occasional responses where the code of the clinical area is not clear and they are assigned as 'unknown' so cannot be accurately included in the subtotals.

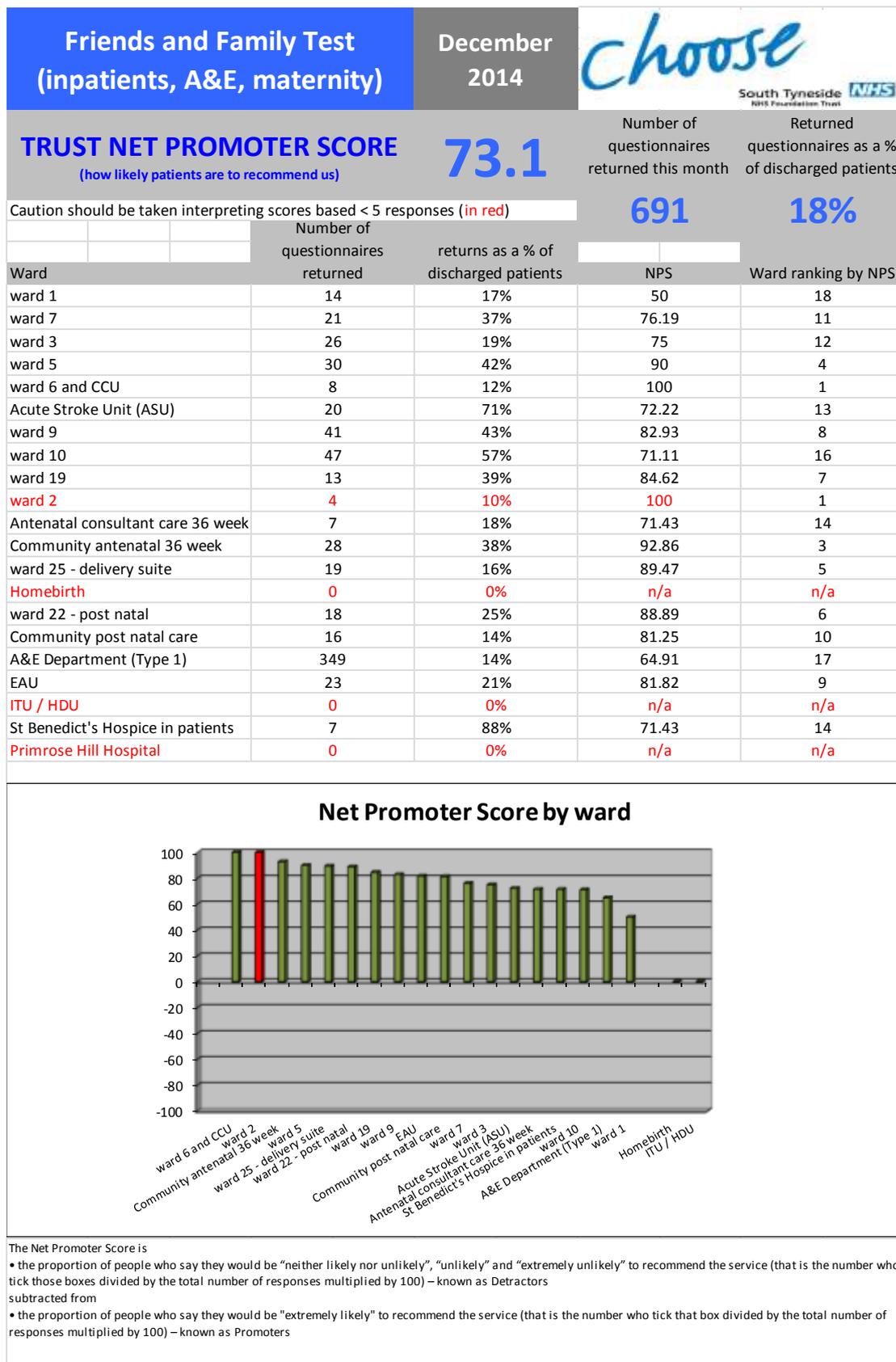
The combined value of the CQUIN Indicator in achieving this performance is over £400,000.

- The current response rate in A&E poses a risk to achieving the 20% response rate for that service necessary in Quarter 4 2014-15
- The excess of 30% response rate in inpatients needs to be maintained and rise to 40% for the month of March 2015

Additional support has been given to inpatient wards and A&E from the Carer and Patient Involvement Team and alternative methods are being implemented in order to achieve the above targets. For example, it is intended to reintroduce the token system into A&E (permissible by the DoH until March 31st 2015) to increase response rates alongside the qualitative system already in place. In addition to this CAPI facilitators are conducting additional real time feedback sessions incorporating the FFT question in clinical areas, and we are exploring the use of desk top kiosks to encourage self-completion by patients, in addition to ongoing support to clinical staff and managers.

The following information clarifies the response rates, Net Promoter Scores and star ratings of the inpatient, A&E and maternity services involved.

2.1 Patients Surveyed



2.2 Star Rating

iWantGreatCare, who conduct the analysis for the Trust, calculate the 5-star rating score as a familiar visual indicator of patient feedback. The averages are below.

Trust average score this month



| Ward | Number of questionnaires returned | Average score this month | Average score November 2014 | Average score October 2014 |
|-----------------------------------|-----------------------------------|--------------------------|-----------------------------|----------------------------|
| ward 1 | 14 | 4.5 | 4.4 | 4.65 |
| ward 7 | 21 | 4.76 | 4.73 | 4.85 |
| ward 3 | 26 | 4.75 | 4.7 | 4.71 |
| ward 5 | 30 | 4.9 | 4.89 | 5 |
| ward 6 and CCU | 8 | 5 | 4.88 | 4.74 |
| Acute Stroke Unit (ASU) | 20 | 4.72 | 4.71 | 4.85 |
| ward 9 | 41 | 4.83 | 4.75 | 4.85 |
| ward 10 | 47 | 4.71 | 4.76 | 4.67 |
| ward 19 | 13 | 4.85 | 4.79 | 4.94 |
| ward 2 | 4 | 5 | 4.5 | 4.89 |
| Antenatal consultant care 36 week | 7 | 4.71 | 4.89 | 4.48 |
| Community antenatal 36 week | 28 | 4.93 | 4.92 | 4.8 |
| ward 25 - delivery suite | 19 | 4.89 | 4.88 | 4.85 |
| Homebirth | 0 | n/a | 0 | 5 |
| ward 22 - post natal | 18 | 4.78 | 4.91 | 4.96 |
| Community post natal care | 16 | 4.81 | 5 | 4.9 |
| A&E Department (Type 1) | 349 | 4.58 | 4.64 | 4.68 |
| EAU | 23 | 4.82 | 4.83 | 4.81 |
| ITU / HDU | 0 | n/a | 0 | n/a |
| St Benedict's Hospice in patients | 7 | 4.43 | 5 | 5 |
| Primrose Hill Hospital | 0 | n/a | n/a | 5 |

Caution should be taken interpreting scores based on less than 5 responses (in red)

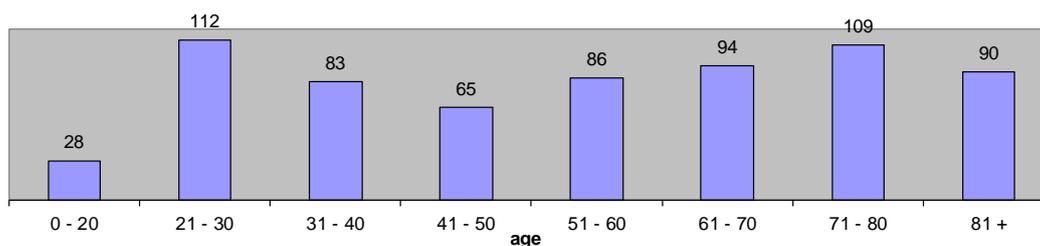
This reflects the following scoring by patients

| | | score given per response to calculate star rating |
|--------------------|-----|---|
| Extremely unlikely | 12 | 1 |
| Unlikely | 5 | 2 |
| Neither / nor | 11 | 3 |
| Likely | 123 | 4 |
| Extremely likely | 523 | 5 |
| Don't know | 14 | Don't know responses are excluded from the rating systems |

(The above data includes A&E tokens. The demographic data below, however, does not)

| | |
|--------------|-----|
| Male | 258 |
| Female | 406 |
| Not answered | 27 |

Reviews by reviewer's age (24 people didn't give their age)



3. Outpatients, day case and GP progress

Outpatients and day case units, including those held at St Benedict's Hospice, continue to promote the Friends and Family Test and many patients add comments on the service in the text box provided. These comments are included in the Appendix.

The rates are recorded below, along with Net Promoter Scores and star rating. Where it has not been possible to identify clinic throughput and therefore the eligible population for that service, 'n/a' is recorded.

| Team | % resp | NPS | star |
|------------------------------|--------|-------|------|
| Cardiology | 1.43 | 87.5 | 4.87 |
| Diabetic Medicine consultant | 0.26 | 0 | 4 |
| Ear nose and throat | 1.5 | 80 | 4.8 |
| Gastroenerology medicine | 2.11 | 54.54 | 4.55 |
| Care of the elderly | 3.1 | 42.86 | 4.43 |
| Gynaecology | 0.92 | 100 | 5 |
| Haematology | 14.5 | 75.76 | 4.75 |
| Medical oncology | 3.36 | 100 | 5 |
| Ophthalmology | 2.71 | 72.73 | 4.73 |
| Respiratory Medicine | 0.44 | 100 | 5 |
| Vascular | 7.14 | 50 | 4.5 |
| Lymphoedema | n/a | 100 | 5 |
| Ambulatory care | n/a | 72.22 | 4.72 |
| | | | |
| ward 4 | 20 | 80.56 | 4.8 |
| EDW | 1.01 | 50 | 4.5 |
| OHDU - oncol & haematol | 6.87 | 91.31 | 4.91 |

Error! Not a valid link.4. Community services

National requirements were for the Friends and Family Test to be implemented in community services from January 2015, though there were no targets around response rates or operational processes. This has been undertaken as follows:

- Roll out in all Gateshead community services in January 2015. South Tyneside services have been prepared for roll out in February and Sunderland services in March. This cycle will be repeated every quarter.
- Staff will offer the questionnaire to patients, and their carers when possible, at every contact during the locality focus month.
- The Friends and Family Test will be available for all patients and carers in the community who would like to participate outside of the focus month.
- The Test has been expanded to include additional questions to gather patient and carer experience of the nationally recognised 6Cs of Compassion, Care, Communication, Commitment, Competence and Courage, and is being piloted during Quarter 4

- An 'Easy Read' version of the expanded questionnaire is being piloted with children and people with learning difficulties and will be reviewed in March. A version of the Friends and Family Test question, that isn't the expanded version, is available for staff to download for people whose first language is not English.

5. Patients' Comments in summary

The following picture is a "wordle" – a word cloud generated from all the patient's comments. This word cloud gives greater prominence to the words that appear more frequently in the text and demonstrates pictorially the overall positive responses to the care delivered within the Trust.

This "wordle" has been composed of comments from patients who have used services in all our clinical areas using the Friends and Family Test in November.



5. Requirements from April 2015

CQUIN national targets for the Friends and Family Test are not yet available for 2015-16. However, comprehensive guidance has been published concerning the operation of the Friends and Family Test from April 2015. This confirms that

- the Test will remain a key route for patients and their families to give feedback on care received in all NHS commissioned services
- Trusts are expected to demonstrate the information gathered is used to improve services
- it will be forbidden to use tokens to collect responses from April 1st 2015 and it will be mandatory that respondents are able to leave free text comments
- the Net Promoter Score will no longer be used but Trusts will be required to report the percentage of respondents 'Extremely Likely' and 'Likely' to recommend the Trust and also the percentage of respondents who would be 'Extremely Unlikely', 'Unlikely' and undecided
- patients and their relatives and visitors will be able to use the Test at any stage on their pathway of care to share their experience.

6. Recommendation

The Board is asked to

- discuss the patient experience outcome results for the Friends and Family Test in December 2014
- support the recommendations to improve uptake in order to achieve CQUIN targets

Appendix – Patient Comments

A&E Dept. STDH (Type 1)

“Snotty Attitude!”

“The nurse”

“The care and concern was excellent”

“The ambulance staff were very good. The wait in the hospital for a bed was disgusting, 11 hours and mam is 81 years old. Try harder”

“Everything doc needs improving”

“Waiting times are horrendous. Bedside manner leaves a lot to be desired”

“The staff who dealt with me were brilliant but they were totally understaffed and under enormous pressure. It took three hours to be allocated a treatment room, another 2½ hours to be a doctor another three hours to get test results. The emergency call was made at 12noon Sat 21st and I am still here at 2am Sat 28th”

“Nursing staff ran of feet, so busy a disgrace!”

“This is written on behalf of my daughter who has sat in great abdominal pain for the past 2hrs as well as having severe vomiting and diarrhoea, she clearly needs a side room but was made to sit”

“Good – Assessed reasonably quick (1hr) Bad – Still waiting 3½ hours later for treatment”

“The waiting is a disgrace, I spent 9hrs the last time I was here waiting for a bed. All I seen was a doctor walking up and down with a paper in hand instead of seeing to patients, this time is the same, why does a doctor walk instead of treating people”

“Staff very polite and helpful”

“Time off waiting was to long”

“Need more staff”

“Come in at 7:20, got seen and 8:20. Could tell there was a slight change as staff were ready to leave. Sitting with their coats and bags on for 40mins when they could of seemed polite”

“The staff were friendly and polite. Eight hours was a long time to wait to be sent home with gauze”

“Staff were helpful. Waiting time for porters is terrible”

“My care today has been a great improvement on my last visit. I came by ambulance after instance of GP. I was discharge feeling ill but better”

“Got seen pretty quick today”

“Waiting time horrendous”

“When shouting on elderly patients please give them time to get up and maybe move around the post so that people sat underneath the TV/radio can hear”

“My nurse was excellent but unfortunately I was delayed to see the doctor as my paperwork was misplaced”

“I think when taking blood they should wear gloves”

“Friendly staff”

“Very good”

“I am very concerned about hygiene in the toilets. During my 3-4hrs stay there was no one cleaning them. Poo stains on the floor. No sanitising gel anywhere!!! No water available to drink”

“Doctor was extremely gentle with elderly mother”

“Staff were very nice, could cut waiting time”
“Friendly”
“Friendly”
“More staff”
“ All staff polite and professional. No improvements to be made, all great (A) (B) (C) (D) (E)”
“Nothing to be improved upon staff are professional and polite”
“Hard working staff”
“Very good care. Attention received, very good, very approachable. Waited to long for a bed”
“Fairly quicker than normal with A+E and x-ray, quick results sent with information – printed leaflet”
“Only up for blood tests, should have been faster”
“Nothing to improve on. Everyone professional and caring”
“Friendly atmosphere – quick test results”
“Seen quickly, staff very pleasant and informative – General level of care good – wait to see if solve the problem!!”
“The waiting time could be quicker. The lovely nature and care from the nurses was first class”
“Got seen to straight away”
“They take good care of you and it could be faster”
“Attentive, friendly and proficient”
“Waiting time”
“Prompt care, caring attitude, good explanation to novice”
“The attention I received was very good”
“Nurse was nice and caring”
“Straight forward and clear”
“Was good”
“Your parking charging services are a joke, why you have to enter your Reg I don’t know and if you don’t have a flashlight...”
“Friendly, helpful staff. Got seen to ASAP, could do with more staff”
“T.V far too loud for people who are worried about their illness, no music please”
“Care was very good”
“The front desk were great”
“Was seen to quite quickly, attentive and friendly nurses and doctors. Waiting time for an x-ray etc. could be better, overall good service”
“Nurses were very caring and patient”
“The staff were efficient and attentive”
“Very friendly nurses despite very lousy unit and difficult patients at times”
“Friendly”
“Waiting time”
“Prompt and practical”
“Nurses very pleasant and work hard. Long time waiting for blood test results”
“Everything was fine”
“Very fast and reliable. Doctors and nurses were very efficient and friendly”
“Did not wait long, good service”

"Quickly seen and diagnosed"
"Everything was very good from coming in to going out"
"Friendly staff, helpful advice"
"A very nice nurse called (F)"
"A lovely friendly nurse called (F)"
"The care from (G) was great"
"Very friendly nurses"
"Waiting time for ambulance was not good, was 45mins care in hospital was very good"
"Seen too quickly"
"Student nurse (H) was very helpful to my mam, she will make a very good nurse"
"Nurses looked after my dad"
"Friendly people and good nurses"
"Very caring and concerned"
"Treat nice"
"Care quite satisfactory nurses, very pleasant and helpful"
"Very, very sympathetic and understanding as my mother is 91 with onset Alzheimer's disease"
"It was very good and quick"
"Fast"
"The staff were very helpful and efficient and gave me good advice"
"Very helpful and explained everything very well"
"Got the correct needs"
"Quick service"
"Doctor very good"
"Total respect for all staff and treatment"
"From entering the hospital waited five hours and still have not received my blood test results"
"Very happy with care, but waiting times could be quicker"
"Sympathetic attention"
"Everyone is very friendly"
"Promptly attended to. Doctor and nurse were very helpful or made me feel at ease for treatment"
"I was treated in a very friendly and professional way. Most impressed, I cannot see what could be improved"
"Lovely staff"
"More staff"
"Everyone very helpful but long wait in wheelchair"
"All of it"
"Nothing to be improved, fantastic assistance, couldn't get a better service"
"Yes it was good"
"Friendly staff and explained everything really well"
"Care was excellent and very friendly. Thank you"
"Prompt attention, friendly staff"
"Everyone in the department was fantastic. (H) was so kind and caring. Thank you"
"Every lady was attentive to my needs. Time factor!"

"Very good"
"Excellent, (I) is the best"
"Friendly staff"
"Nice staff"
"Made me feel very relaxed"
"Staff were so kind and considerate"
"Friendly and efficient"
"So quick. (H) was great nurse"
"The staff were very friendly and helped put me at ease"
"Loved the staff, was fantastic"
"It could not be improved, care was exceptional"
"Very polite attitude and approach!"
"Everything was explained well. Very pleasant nurse, no problems"
"How friendly and enthusiastic the nurse was actually made it enjoyable coming!"
"Speed, ease and friendly care"
"Got seen to straight away, no waiting about"
"Brilliant, kept checking on me to make sure I was OK. Made me stay until they were happy with my results"
"Quick, kind and understanding"
"(H) the nurse who took my bloods was very friendly and efficient"
"Excellent care of staff"
"Really friendly doctor and nurse"
"Very quick and friendly service"
"Very friendly and helpful"
"The care received was excellent. All staff friendly, approachable and efficient"
"The nurse (J) who has looked after Dad has been professional, compassionate and attentive. Couldn't ask for more"
"Immediate, professional and courteous attention, constant monitoring of my symptoms and well-being. Made to feel very comfortable by warm hearted, friendly staff. A credit to their hospital and vocation, I came in feeling scared; I left feeling good"
"Very good and very patient"
"Personally very quick service for me this time"
"Nothing"
"I was good, didn't like waiting"
"Efficient and friendly"
"I was actually in and out very quick"
"Friendly staff, very helpful"
"Double check appointment dates, was squeezed into a clinic after given wrong date. Thank you to (K) on three and the doctor and nurses in soft tissue"
"Was very satisfied with the care today and doctor and nurse were very thorough"
"Friendly staff, fully explained all procedures (H) was fantastic"
"Very efficient in then care and good advice"
"She was helpful and understanding"
"Very good"
"Didn't wait long – treated quickly"

“Everything was well done, excellent treatment”
“Found everything very good”
“Fast, excellent, helpful advice from nurse”
“Fabulous service”
“Speedy service”
“(L) and staff were really great this evening, keeping (M) informed and their manner of delivering this information was so respectful and professional. I will leave my uncle knowing he is receiving very good care and treatment”
“Excellent care, no need for improvement”
“Staff very polite”
“(N) was exceptionally good, fantastic person. Thank you”
“Staff are very positive and pleasant”
“Quick, friendly. No improvements needed”
“Everything was very good. Everyone dealt with me was excellent and helpful”
“Friendly staff and nice atmosphere”
“Excellent, keep up the good work”
“Everything was explained and the nurse was both patient and kind”
“Great prompt service, very thorough, staff excellent”
“Friendly and supportive attitude of staff, readiness to answer questions and offer information”
“Pleasant nursing staff”
“Staff have been very friendly and was seen quickly”
“All OK”
“Really friendly staff, _____ I seen ASAP”
“Very helpful and prompt service”
“Nurse friendly and professional”
“Wonderful care, lovely nurses. No complaints whatsoever”
“Fantastic staff, very patient and kind during our visit in A+E to my mum. Nothing was too much trouble. They made sure mums dignity was kept at all times”
“Helpful, pleasant staff who couldn’t do enough for you. No improvements required”
“They didn’t keep me waiting long and were kind to me while I wasn’t feeling well”
“Very good”
“Seen in a timely manner”
“I didn’t wait long to be seen. Staff were lovely”
“Very good care given, on nurse not being able to get blood, had to wait 2hrs for doctor who took blood and then had to wait extra time for results, staff were very warm, friendly and eager to help”
“Very patient”
“Excellent care”
“Lovely staff, very caring”
“My husband’s care was first class, it has been every time we have had to visit this department”
“Extremely efficient and caring”
“Been very quick, good service”
“Everything was handled well and quickly”

“Everything was good “
“Didn’t wait long, staff were friendly”
“Kind, helpful and very efficient”
“Prompt and pleasant”
“Extremely professional and very caring, thank you”
“Speedy, attentive and courteous. Treatment explained clearly and concisely”
“Seen to quite quick, friendly staff”
“Quick and efficient, professional. A little more info where to go from area to area would be helpful”
“Quick and efficient with concern”
“Very quick and helpful and kind”
“Friendly and well organized”
“Prompt, friendly service – thorough care”
“The staff are very good, very happy with care”
“The care today was excellent, I know at all times what was going on and never felt ‘out of the loop’. Thank you to all of (L) staff and merry Christmas”
“The nurse who cared for mam, she was wonderful”
“Staff friendly, easy to talk to, waiting time average for time of day”
“Great experience”
“Was kept informed of all that was being done and why. Lovely staff and cups of tea”
“The nurse (O) went out of her way to make sure I was comfortable and explained everything in detail as to what my treatment entailed...”
“Professional behaviour”
“Very quick service and pleasant staff”
“Very responsive, friendly staff. Thank you”
“Although staff are very caring it would be even better with more staff”
“Friendly staff”
“Very quick, nothing”
“Quick and friendly staff”
“All good profession, informative service”
“Fantastic”
“Very caring nurse”
“(P) was absolutely fabulous, explained everything to me and made my time in A+E pleasant”
“Informative and helpful”
“Waiting time”
“Was very impressed, felt controlled”
“Swift treatment, caring nurses”
“Nurses very pleasant, doctor very helpful and caring”
“The nurse who attended me was very polite and professional in her initial examination. (L) attended me and he was extremely professional with his examination, he did a thorough check up and prescribed the medicines. Many thank s to him”
“Well treated”
“Doctors and nurses are really friendly and helpful, thank you”
“Caring staff”

“Seen very quickly”
“Nothing, very quick and excellent treatment”
“Very helpful”
“Quickly seen , very nice staff. Great care”
“Did not have long to wait to be seen by second nurse. Good, prompt care”
“Quick pleasant staff”
“Very helpful, informative and caring. Doesn’t need improving, best health care NHS, keep it going”
“Seen very quickly, professional staff, good job done”
“Resus staff lovely and caring”
“Seen and assessed quickly. Bad availability on the wards for beds, but very friendly”
“Very good care”
“Friendly staff, car parking expensive”
“Courteous, professional staff”
“They explained what they were doing well. The one that was looking (Q) felt safe and she is very kind and looked after us”
“Waiting time/nurses very pleasant”
“All staff brilliant”
“The nursing staff were excellent, very caring and very supportive. The need for improvement is obviously waiting times”
“Care and attention first class”
“Quick getting in to be seen. Doctors/nurses looked after me well”
“Attention was very good, pleasant nurses and doctors under difficult conditions, lot more staff needed to reduce waiting time”
“Excellent care, excellent staff”
“Very caring care from all staff, thank you”
“Very pleasant”
“Helpful and sympathetic from all staff”
“Nurses were very caring. (R) was very good, clearly told us the symptoms etc.”
“Attitude, compassion given from staff”
“I was seen quickly and lots of advice on what to do”
“How nice the doctors and nurses were towards me”
“Nurse was friendly, helpful and courteous”
“Quickness of being seen and advice given. Nothing to be improved”
“Was seen quite quickly, within half an hour. Staff lovely and friendly”
“Staff friendly – improve waiting time”
“Everything – quick efficient care”
“The care I have received was really good, the staff that I have seen were really friendly and made me feel comfortable”
“Very helpful and quick”
“N/A”
“Nurses were lovely and doctor would like to have been with the patient earlier”
“Quick, friendly service. Caring attitudes in all the staff, possibly notification of where...”
“Doctors and nurses are friendly and efficient, always very helpful. Some indication of where you are in the queue”

“Care was excellent from reception, triage, test nurses are very caring and tell you what they are doing and why”

“First class care and attention”

“Quick and efficient”

“Very friendly and professional around, very good”

“Received a examination, ECG and x-ray also blood pressure checks etc. felt that my case was being properly processed and I’m awaiting scan for examination of stones”

“(A) managed to get blood, no problems”

“Doctors and all staff very caring and helpful”

“(A) excellent. (A) couldn’t have been better”

“(A) was very good”

“Could’ve been seen quicker”

“(A) very friendly”

“Nurses and doctors excellent, great manner”

“Excellent doctor and staff – but they could do with more help”

“Everyone was lovely and extremely helpful”

“Quick, fast-acting! Kind! Love (E)”

“Nurse was very nice, told me what was going to happen”

“Care and support was amazing, staff very helpful. Friendly, waiting time not long at all”

“Can’t be improved, service is always excellent”

“Communication from department (book in to waiting) manner to which patients/family are spoke. (people upset/shocked) sanitising... fantastic nurse went above and beyond with family, he made us...”

“Very well looked after”

“Very attentive staff. Seen very quickly on a Saturday afternoon, wonderful”

“Staff friendly and informative, long wait for admission bed”

“Very good care and attention, no improvements, good communication”

“Lovely staff and the wait wasn’t too long. Nothing to be improved on this occasion”

“The treatment I received today was very professional and superb”

“Came to A+E at 18:30, dark parked car I am 63 with not good eye sight, very hard to see to type in car registration, had to get someone else to do it”

“Staff friendly and efficient”

“(E) and (S) really made me feel as comfortable as possible”

“Extremely good, informative. Very good care all round”

“Seen to immediately, care excellent”

“Wonderful to mother”

“Very quick triage time, very friendly and informative”

“Excellent care not only for the patient but the family too. Speed of mention for (D), kind caring and professional”

[Antenatal Consultant Care \(36wk\)](#)

“Very happy, staff lovely”

“They are very welcoming and made us feel very welcome”

“Staff always polite and appointments on time”

“Polite service which sticks to time frame of appointments”

"All staff have been amazing and so helpful"

"Always been available to help when I have needed it"

Community Antenatal Care (36wk)

"Great support"

"Very helpful with their information and care"

"Always seen on time at surgery. Able to discuss options freely"

"All of my antenatal care was very good"

"Midwife appointments were timely and staff were extremely helpful, polite and professional. The support offered and reading materials were greatly appreciated. I was made aware that antenatal classes were taking place but as a second time mum I was not invited. This could be improved so all mums are given equal opportunities"

"The care I receive is always up to standard"

"Great care"

"My midwife was very helpful and supportive throughout"

"Everything was good, midwife was friendly and always gave good advice"

"Excellent communication – great advice, really took excellent care of me, especially when I had severe morning sickness. I stayed at Talbot medical centre so that I could be looked after by the same midwife as had such good care"

"Very approachable and friendly. Nothing can be improved"

"Everyone was very helpful and loved midwife (T)"

"Very good, always on time and very friendly"

"Friendly, good service receive plenty of information"

"Excellent, consistent care – reassuring. Good follow up, attention to detail"

"Nothing could be improved"

"Everything was fab"

"Been happy with all care given"

"No improvements I can think of"

"Everything was good, very caring and helpful"

"Everything, couldn't fault it, really friendly and helpful"

Community Postnatal Care

"Everyone who helped me was fantastic, couldn't have asked for better support"

"Friendly midwives making me feel at ease"

"I was really happy with the antenatal care I received from my midwife and do not have any complaints"

"All questions and concerns answered, only thing I would say to be improved is any visits to have approximate time"

"Excellent care throughout my pregnancy – plenty of communication and information given throughout"

"Everything about my care has been excellent and to the highest standard"

"Very friendly midwives and check everything thoroughly"

"Continuity of care, seems some midwives building a rapport"

"Everything was great. (U) (midwife) was fantastic"

"The care was really good and would recommend to friends and family at South Tyneside NHS Care. Thanks again for all the lovely care you all gave us"

"Midwife visits have been great, answered all questions I've had and breast feeding support has been fab"

"Friendly and professional approach. Lots of friendly and useful advice"

"The midwives were really nice and the hospital was nice, nothing improved"

"Good communication and explanation"

"Very well looked after"

"All the staff are caring and helpful, nothing was a bother"

EAU – Emergency Admission Unit

"Nurses and staff first class, no problems, thank you. Merry xmas"

"Greatness and staff was never offered a cup of tea/coffee or even water on arrival. No cuppa mid-morning"

"Very easy to talk to, tell you everything"

"A lot different to what it was a year ago"

"Good"

"Well looked after by all"

"This ward was welcoming when I arrived early this morning, ward appears to be well managed and patients are greeted by name and told who is looking after them"

"Good nurses"

"The care I received in this ward was excellent"

"New remotes for TV"

"I was very happy with the care I received, it helps when you are kept informed along the way, the staff right throughout were friendly and helpful but it's still nice to go home ASAP"

"The staff were very professional and extremely friendly and all I can say is thanks to them all"

"Staff very helpful and friendly with medication provided and care in general. Access to the TV room and shower facilities were convenient. Clean ward was up to good standard as was toilet/shower room"

"Excellent patient care an always willing to help"

"Everything, all staff"

"Could not have asked for better care, looked after you 24/7"

"Well looked after and good response from all staff"

"Everything, nothing"

St. Benedict's

"Patients complaining of the smell of smoke in the corridors – not nice for young children visiting"

"As far as I am concerned nothing could be improved, everything and everyone was brilliant, my stay was lovely"

"Was a surprise when had own room, but a good surprise, nice and quiet but missed family"

"Level of care and attention"

Unknown

"Great care"

Ward 1

"Average"

"The care was very good and the banter was very good with all the staff. P.S I will miss all the staff very much"

"Very good"

"People are friendly and look after you good and don't complain about my music, they just need to smile more"

"All nurses were caring and helpful"

"Staff OK"

"Very good"

"Nursing staff and domestics very attentive"

"Everything is good"

"The level of care I received while I stayed at this hospital was very good and the staff was very helpful, the only complaint I have is that you should not have to pay for the TV, I have spent £115 and I think it's absolutely ridiculous, this should be a free service or at least channels one to five should be free"

Ward 2

"I don't think you can improve on the staff. They were all extremely kind and caring. When you are not well it really helps to have staff that care about you and I thank you all much for caring"

"Good care, good food. Need to be kept up to date with medical status and leaving date"

"Very good care was given in a professional manner"

Ward 3

"My care was very good, I could not fault it"

"Nurses were friendly and helpful"

"Spotless, helpful, friendly staff but they are very stretched with all of the work, so very busy but efficient. All of the food edible and a lot of it was tasty!! (not all). A horrendous time made bearable, thanks to all"

"Staff good, food not so and could do with a decent night's sleep"

"Nurses and staff were very helpful"

"The wonderful care and attention given so cheerful and kindly. Thanks you all so very much"

"I would just like to thank (V), ward manager for fantastic care given by herself in particular and all her staff at this very sad time, we are going through and looking after and caring for my mam"

"I received excellent care from both doctors and nurses, all assisted on the wards. All were extremely friendly and it's helped me relax and feel much better"

"My care was excellent. I couldn't fault anyone. I was treated with the highest respect. I owe a great deal too all the staff for their kindness, thank you"

"Everything is good"

"Polite, friendly staff, clean facilities, food OK"

"From start of shift to the end of their shifts, every single member of staff on the ward have been so caring, kind and all with good humour, a big thank you"

"Everyone very caring and hard-working, couldn't fault them. Works so hard that at times

they don't even have time for their breaks, as they are so busy, that includes night shift"

"Staff were lovely and when I needed anything they got it and didn't have to wait long"

"The staff on ward three and six are the best. Very hard working, very kind and helpful, always willing to help and are excellent team workers. Domestic staff do a grand job, very hard work but work with a smile and place is spotlessly clean. My only problem was the food, I am not eating much to start with but I found meals looked and tasted dry and over seasoned, what I could eat was lovely, especially the soup and custard"

"The very best of care"

"The staff are friendly and helpful"

"Any problem you had, no matter what time of day or night it was dealt with as soon as was possible by very caring and pleasant staff from domestic staff across the board to doctors"

"The day staff in this ward were kind, caring and nothing was a bother for them. No comment about the night staff"

"The staff are very friendly and helpful. They have looked after me really well"

"Everything was explained to me, so I could understand what needed to be done to me or for me"

"The care was very good"

"The nurses are caring, and very helpful, best ward in hospital"

Ward 5

"Excellent"

"The staff were lovely"

"Friendly, efficient"

"Staff very good, only been on ward for two days"

"Staff were brilliant"

"Nursing staff all very kind and caring. Ward is a very clean ward"

"No complaints, very satisfied as always"

"Nothing was too much trouble for them, made me laugh which is a good thing"

"Excellent care, staff polite, professional and nice"

"All nurses were kind and helpful"

"Nurses very friendly and caring. When pressing the button for attention they come straight away"

"The nurses and staff are very kind and friendly"

"Very good staff"

"Cannot fault staff in any way, their friendly and caring. Thank you so much for everything"

Ward 6 – CCU (Coronary Care Unit)

"It was thorough and friendly. Ask a doctor or nurse they will know..."

"All staff were very helpful and friendly"

"Excellent care, nurses brilliant, very little to improve, I must point out nurses were brilliant, gold star for the nurses"

"The staff are wonderful, but there should be more of them"

"All good reports here. Staff/meals/doctors, well done"

"Everything was good"

"I was looked after in every way. I can't think of anything to improve as I said all my needs were met"

"Having a heart attack was very frightening but every member of staff were from top to bottom shift to shift couldn't have been more helpful. They work very, very helpful"

Ward 7

"There is a very polite and helpful staff here, I can't complain"

"All good"

"I liked the attitude of the nurses"

"All staff very helpful"

"Nurses very efficient – a bit short stayed and caring"

"Wonderful staff, excellent care, good food, nice surroundings, always clean, tidy and pleasant"

"Very friendly, meals could be a little better"

"I don't think it could be improved. Staff were brilliant, always there when you need it"

"It was perfect"

"Staff were very busy I was always treated well. Everyone kind and helpful and there for me when I rang the buzzer, nothing was a trouble for them. They are a credit to this hospital and deserve more wages"

"Competent staff"

"Friendly, caring staff and doctors"

"Every member of staff are friendly, cheerful and answer questions without hesitation and always willing to give as much help as they possibly can, maybe an extra pair..."

"Everyone very friendly, should be more nurses on because they are always run off their feet"

"I have no complaints about any department or any staff, I have been looked after extremely well. The only recommendation would be for more staff as they are working non-stop"

"Everyone was very helpful and caring, could not complain about anything thanks to you all"

"Nothing to complain about, everyone was lovely"

"Care was friendly and nothing too much trouble for the staff"

"The care was very good. Nursing staff were very helpful and compassionate in every way, meals were excellent"

"Exceptional care from all staff. Doctor very contentious, described good meals, every detail of my diagnosis, I was very well looked after by all members of staff"

Ward 9

"The staff were really good"

"It was very good care"

"Staff very attentive"

"Standard of care very good"

"Explained it, very friendly all caring to me"

"Excellent care but sometimes lack of communication between staff"

"The way the staff looked after me and the time they had to listen to your requests"

"Impeccable, professional, caring dedication with a sense of humour, first class! Thank you all"

"Care was very good, also very good staff"

"Nurses attentive at all times. Doctors very good and listened to you. Quite happy with the service"

“Nursing was very good, professional with lots of loving care for the patients. Domestic good and cheerful. Food could be improved, discharges and movement could be improved”

“As I had a broken hip I was very well looked after as I had to rely on the nurse mostly, their attention was next to none. The night staff are very _____ with _____ nurses not pulling their weight. Overall it was a pleasant stay, young nurse very helpful”

“My care was very good. The staff are polite and friendly, and I would recommend this hospital to friends and family”

“Everything no problem”

“Very helpful and never a problem with care for patients, always helpful and with a smile. They always put me at ease, more help for the staff would be an improvement, they never stop”

“Very acceptable, experienced care”

“My care was fantastic and could not be improved at all so thank you all very much”

“Everything, it is my second time on this ward within six months. All staff from doctors to cleaners were very good in my experience”

“I am happy with everything apart from waiting for 3½ hours in A+E”

“Always at hand the staff”

“Staff (nothing needed)”

“I was seen to very quickly and have been looked after every step of the way”

“Adequate staff, caring staff, attentive staff. Food was good, keeping place clean all the time. Observed nothing that could be improved”

“Some nurses were beautiful, some should take _____ lessons”

“The staff were extremely caring, pleasant and knowledgeable. Nothing was too much for them, I could not have been treated better”

“I was well looked after”

“The nurses and staff provided first class care, the treatment was also first class, I was very well looked after during my stay, couldn't fault any of the nurses or the care and attention they gave me. Also the meals were very good”

“Very helpful”

“Nice, friendly, caring people, could not be improved”

“Ward was practicable care, staff were pleasant and doctors staff answered all my questions as plainly as I could understand. Thanking all for help received while I was there”

“Understanding and helpful”

“Excellent staff. The food could be improved”

“Have heating on the ward”

“Whenever you needed a nurse they were always on hand to help you, for the hours they put in and their work rate. The pay for the work they do is low”

“Friendly staff and good care”

Ward 10

“Body guards for when patients go wild attacking everyone in my case unable to defend their self, charges for TV disgraceful”

“_____ to come home _____ above. Very good and effective food supply. General staff attitude very helpful. Organisation of treatment and medication could be better so us to fit around meals perhaps? Rather than planning tablets on tables and timing of ...”

"Everything but the meals"

"The majority of staff are very nice and friendly, however the night staff aren't so nice. The nurses did everything they could do to help me through illness and time on the ward"

"Staff are very good, helpful and friendly"

"Nurses were always pleasant and helpful. Doctors were approachable and always gave reasons for their actions"

"I found the care very good, well pleased. Thank you all"

"From paramedics all the way through I was treated as a human being and not some person with one foot in the grave and not worth bothering about - in my past experiences this is somewhat of a rarity"

"To be honest everything very good but my wife was not notified about me being transferred to another ward so I couldn't get a change of clothes or inhaler"

"Care and attention, very pleasant nurses"

"The nurses were excellent but doesn't seem to be enough staff on a night time"

"I have been well looked after. I would certainly come back on this ward. Nothing is too great or too small, the staff work really hard. I would give them every recommendation. Good luck every lady"

"The nursing staff on ward 10 are extremely hard-working, cheerful and full of loving care for the patients. We are lucky to have them"

"Nothing I asked for was refused, everyone kind and respectful"

"Everything in my care plan was carried out extremely well, the nurses cannot be faulted in their duties and I have the doctor and staff to thank for saving my life"

"Everything was good, I couldn't have asked for better care"

"Can't fault the nursing staff or domestics, place is spotless, nothing is a bother"

"All round good care"

"No improvements, care very good"

"This is my first stay in South Tyneside Hospital. I am a frequent visitor to Sunderland Royal which is also very, very good. I am just thankful you have helped me this time. The staff are excellent"

"Staff very good"

"Care been OK"

"Food could be improved, very happy with care"

"I found this ward very good indeed and staff very helpful"

"Very cheerful staff. Care taken when answering questions"

"Doctors and staff are wonderful and over worked (should be paid more)"

"The staff were very good and very helpful, nothing was a bother to them. Very disappointed in the food. Thank you all for my care"

"The staff are very friendly and caring. They treat you with respect and I love them all. The only thing I would improve on would be a better choice of diabetic _____"

"Don't think anything could be improved on"

"Impressed with all of the care from cleaners all the way to the top, but hop not to be back anytime soon"

"Nurses were attentive at all times, nothing was a bother"

"They were very caring and I was very well cared for an very well looked after which could not be improved"

"The personal care was excellent. The staff were very helpful and caring"
"My care was good, I was well looked after but the meals need improved"
"Fab staff, very helpful and caring"
"Nothing, everything was first class"
"Willingness for staff to discuss any subject and advice. Very cheerful"
"Kindness, tolerance, very helpful"
"My care was really good in ward 10, all nurses were really good and every nurse was as good as gold, it was it was good to be with ward 10"
"I have been well looked after"

Ward 19

"Friendly nurses"
"Satisfied with care received"
"Nurses are friendly and approachable. Nothing to improve, amazing care"
"Staff see to all comforts, everyone was lovely"
"No complaints"
"Lovely girls"
"Friendly caring staff"
"Relatives kept well informed. Nursing staff professional, efficient and caring. Can't thank you enough for care and attention given"
"I have received immaculate attention whilst on this ward"
"Comfortable, friendly, food brilliant"
"Everybody was really friendly and made you feel at home"
"Staff very good and also support staff"

Ward 22

"I couldn't have done this without the help and support from the midwives during the labour and afterwards. 10/10 excellent service"
"Very supportive throughout the labour, also very friendly and caring"
"Our care has been second to none, from coming in with (W) and (X) for induction we were then passed to (Y) who was unbelievably brilliant, she took my SPO into consideration throughout my whole labour and was compassionate, friendly and knowledgeable and confident. (Z) was so brilliantly helpful"
"Staff are lovely and happy to help"
"Friendly staff. Staff attended to your every need"
"Everything was explained, fully staff are fantastic"
"The nurses have been tremendous, very helpful, I have nothing to complain about, they have made my stay very welcome"
"All the staff helped us through a very difficult time after I developed problems in pregnancy. Their support care and medical knowledge resulted in the safe arrival of my son. Thank you"
"Staff were great and helpful"
"Very attentive staff, good communication, helpful, friendly, they took good care of me and my baby. Thank you"
"This is my second baby born at South Tyneside and I would commend this place enough. Loving staff, very supportive"

Ward 25 – Delivery Suite

“(AA) the midwife looking after me was fab”

“All care I was given was excellent, nothing to change”

“The midwives were a great help and support”

“Looking after me well, always asked to see if I needed anything, and when I pressed for anything it was brought straight away”

“No improvements could be made”

“Everything”

“I was very happy with the care I received, the doctors and nurses were excellent”

“Excellent care and attention throughout labour. Good advice offered”

“The staff were amazing. Nothing at all needed improving, couldn’t ask for better”

“Everything was good, the staff were very helpful and there’s nothing I would change, a very big thank you to the midwives that took care of me and care of the baby”

“No improvement needed. All staff were fantastic”

“Fab, friendly, helpful staff. Was so nice to be put at ease being a first time family, special mention to (BB) and (CC), absolutely fantastic!!! Please pass on our thanks to them. The rest of the staff were so welcoming and also helpful over the phone to a nervous first time month”

“It was very friendly and professional made me feel comfortable and relaxed. I don’t think it could be improved the care was fab”

“All members of staff were very kind, caring and professional, couldn’t fault any of my care at all”

“There were very careful and friendly, don’t need to be improved”

Grange Road GP practice

"Today: Was able to see a nurse practitioner after calling yesterday"

"Nice doctor"

"On the day appointments, when ringing at 8am. Doctors very caring and easy to talk to. Receptionist always friendly"

"Good access to the service. Polite contact from receptionist"

"No problems with appointments"

"Friendly, helpful and understanding"

"Doctor listens to me! Nursing care good"

"I really appreciate having my named GP and my care plan"

"Doctor that saw my daughter was lovely - first time here"

"Care and attention taken"

"Locality. Ease of getting an appointment. Friendliness of GP's"

"Understanding"

"Been with practice a long time and they are very friendly"

"Relatively easy to get seen promptly if you don’t mind whom you see"

"Friendly staff"

"The fact that you get an appointment with a GP on the day you call to be seen. Doctors are caring and understanding"

"Very thorough - Referral to hospital without delay. Excellent, very helpful and pleasant staff on reception"

"Very prompt"
"From the..."
"Able to get an appointment on same day (Used to have to wait several days)"
"Good communication, clean premises and very polite staff"
"Reception to GP's - All excellent"
"They always listen and always have appointments when needed"
"Never made to feel you waste their time. Good at getting appointments"
"Everything"
"Very good service, very polite staff"
"Always excellent service from receptionist, nurse and doctors"
"Very good staff at reception. Good for apps, good doctors and friendly and helpful"
"Availability for apps"
"Genuinely caring approach - never felt rushed or that I couldn't spend the time I needed with my GP"
"Fairly easy to get appointments"
"Very thorough, not rushed, always get an appointment quick"
"Friendly, punctual, good manners"
"The staff are very friendly and very helpful and will help you with anything you ask for and they will ring you back if they find out anything regarding your health"
"Ease of access, excellent nurses and GP's"
"Very good"
"Ease of access - local to home. Usually able to arrange same day appointments (If ringing at 8am). Regular staff who appear to know patients, friendly service and very accommodating"
"You get appointment"
"Always helpful, always willing to listen to your problems"
"I have always been attended to promptly and efficiently. Pleasant staff who always put you at ease"
"You can get an appointment quite quickly. Very helpful and pleasant staff"
"Very caring staff and perfect GP's"
"Friendly and always able to be seen in good time"
"Excellent"
"Very caring and personal"
"Very good"
"Appointments generally on time, ability to get an appointment and reasonably soon"
"(A) listens and explains things clearly"
"Always able to get an appointment"
"All GP's caring, understanding and give you their full attention, they don't process you"
"The GP's actually listen to what you're telling them and you don't feel like you're being hurried,
always friendly and understanding. Receptionists are very professional"
"Punctual, professional service"
"Everything"
"Listens, get appointment when required"
"Helpful staff - appointments easy to arrange"
"Helpful and experienced staff who do care 'tip top (B)'"

"Appointments when needed, docs listen"
"Good appointment times - helpful receptionists, caring doctors"
"Able to have regular check-ups and have appointments when I want"
"Very good at meeting my needs. Very supportive"
"Everything"
"Friendly atmosphere"
"Friendly and thorough staff and medical professionals"
"You can always see a doctor, very helpful"
"Good service"
"The friendliness, the willingness to listen, prompt action when specialist help is required.
The
helpfulness of the staff, their willingness to contact the doctors on your behalf and relay
messages
to save taking up the GP's time unnecessarily"
"Excellent in every way"
"Holistic, caring, timely, skilful, caring. Perfect contact with current staff and ethic. Please do
not try to fix something that isn't broken"
"Reception is very helpful and efficient. Friendly and welcoming. You can always get seen
too. The doctors and nurses are also friendly and welcoming, a very professionally run team
of people"
"Friendly and helpful staff"
"Do not change!!"
"Everything"
"Very good doctors"
"Caring staff. Availability of appointments"

[St Georges GP practice](#)

"Everything"
"Appointment within three days, friendly and helpful staff"
"They were really understanding"
"Can always get an appointment when needed"
"I wouldn't push them aside. They've done nothing to me but I only come here once a year"
"Fantastic care"
"Very good"
"Personal care, understanding"
"Nice and friendly"
"Everything"
"They ask you all the questions that need answered and give you different options"
"Excellent"
"No comment"
"Time always for listening and diagnosis"
"Give you great help"
"Get appointment quickly"
"Even when I got irate and upset they helped me and were very patient with me, they are
helpful and understanding with my situation"

"Quick response to abnormal blood test"
"Everything good service"
"Very good through the whole practice"
"Never had any patients over the years, been coming here for nearly 100 years. Doctors are smashing, excellent service"
"Very helpful and understanding"
"Of new lady who joined seven weeks ago"
"Staff were excellent in their care and dedication to their progress"
"Happy with general service and doctors"
"Don't have to wait very long for appointments"
"Lovely receptionists - ease of making an appointment. Caring doctors who give you time and the encouragement to express your concerns. Professional/efficient/caring"
"Everything"
"Doctors and staff are extremely helpful, able to talk freely to them"
"Child friendly doctors! My daughter seen one today and she was lovely and calming towards her"
"Since joining the practice I feel I am listened to whereas my previous GP's did not, and now at this doctors I finally have diagnosis of my problem"
"Great staff and so helpful"
"Able to get suitable appointments in a reasonable time, professional staff"
"The staff are very helpful and friendly. I like to GP's"

Park Surgery, The Glen

"Friendly and helpful. Not very long to wait for a appointment"
"They are so kind and really good at their jobs"
"Nice and friendly"
"Very helpful. Different answer to what I have been given before"
"Been here for years and think the doctors are really good"
"Because it is the best surgery in Hebburn, would recommend to anyone"
"Friendly staff, friendly and good doctor. Trust (C)"
"Very good service"
"Like the practice"
"Happy with staff, they are friendly and helpful"
"Nice people listen to what you have to say and understand"
"I found the doctors at the surgery have been very helpful to me while I was feeling unwell. Thank you"
"Lovely staff - receptionists and doctors"
"Always receive excellent treatment"
"Brilliant reception. Very satisfied with doctors"
"Excellent staff"
"My mother and daughter already attend"
"Find the GP's practice very good. Doctors and nurse very knowledgeable reception staff, very good indeed"
"Because you can always rely on getting an appointment"
"Brilliant doctors and staff"
"Doctors and receptionists are extremely friendly and helpful"
"I've had nothing but good help and friendly advice"
"Very good help has always been given"
"Because the service was good"

"Great surgery"
"Friendly staff"
"Always helpful and friendly doctors, nurses and staff"
"Friendly staff and doctors. Always feel able to make an appointment and had no problems"
"Very friendly"
"Always get an appointment when I need one. Friendly staff"
"I've always been treat with great care and respect"
"Quick appointments, good service"
"I have rang in on morning and seen a doctor that morning, good consultation"
"Brilliant doctors, they check you well"
"They have helped me a lot"
"The staff are friendly and patient either on the phone or in person. It's quick and easy to get an appointment. I need regular blood tests and being able to book a time at the surgery is great"
"Excellent and helpful doctors, so far no complaints"
"Quick appointment, friendly staff"
"Good practice"
"Past good service"
"Always get appointment"
"No long wait for appointments and friendly staff"
"Generally get appointments when need them"
"Quick and pleasant"
"Doctors/nurses are very professional but can not always get an appointment when needed"
"Doctors and receptionists are always friendly and nice"
"Good practice, excellent service"
"Good service"
"Great doctors"
"Good care and always quick appointments"
"Appointments are always on time. Feel very looked after during my pregnancy"
"Always good service, always friendly and helpful"
"Very good practice, helpful staff"
"You get seen to as soon as possible"
"Always helpful and friendly"