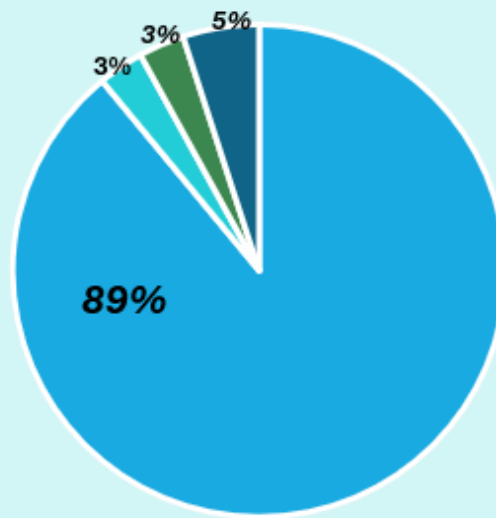


# Newcastle North PCN - Friends and Family Test



59 patients took part in our friends & family survey last month.



■ Very Good / Good   ■ Neither good or poor   ■ Don't Know   ■ Poor / Very poor

IN AUGUST 2025, 89% OF PATIENTS RATED OUR SERVICES AS VERY GOOD OR GOOD THROUGH OUR FAMILY & FRIENDS TEST FEEDBACK!

WE RECEIVED LOTS OF POSITIVE COMMENTS ABOUT OUR TEAM, WE ACCEPT THAT THERE ARE AREAS IN WHICH WE COULD IMPROVE, WHICH WE ENDEAVOUR TO WORK ON EACH MONTH AFTER RECEIVING YOUR FEEDBACK.



## IN AUGUST 2025, YOU SAID:

- "I FELT VERY CALM THE ENTIRE TIME AND EASE, WELL LISTENED TOO."
- "THOROUGH AND PRECISE BUT KIND AND GAVE GOOD INSTRUCTIONS."
- "THE PHARMACIST WAS VERY GOOD AND HELPFUL."
- "I VALUE THE TIME THAT SUZANNAH GIVES ME AS IT MAKES A HUGE DIFFERENCE TO MY LIFE."
- "SOPHIA HUSSAIN CALLED TO DISCUS MEDICATIONS. VERY HELPFUL AND KNOWLEDGEABLE. DID NOT RUSH AND DIDN'T FEEL TIME PRESSURE."

## WHAT COULD WE HAVE DONE BETTER?

"THE CHAT WAS FINE APART FROM THE PHONE CALL WAS AT 5PM, LATER THAN IT WAS SUPPOSED TO BE"

### OUR RESPONSE:

WE NOW OFFER PATIENTS A TIME WINDOW FOR TELEPHONE APPOINTMENTS, RATHER THAN A FIXED TIME. THIS HELPS MANAGE EXPECTATIONS, AS CLINICS CAN SOMETIMES RUN OVER. OUR AIM IS TO MAKE SURE YOU KNOW WHEN TO EXPECT YOUR CALL WHILE KEEPING THE SERVICE AS SMOOTH AND RELIABLE AS POSSIBLE.