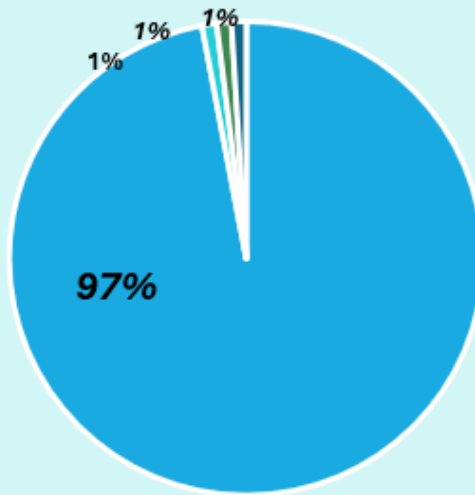


Newcastle North PCN - Friends and Family Test



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



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

IN SEPTEMBER 2025, 97% 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 SEPTEMBER 2025, YOU SAID:

- "Emily was very approachable and listened to what I had to say. We now have a positive plan moving forward."
- "My son has been with James for about 10 weeks and he seems to be opening up more each week with James. Im happy with how my son is progressing and how much it has helped him "
- "The paramedic was very good and helpful, he sorted MY health problems out."
- "Thorough consultation and explained the next stage, along with what action I needed to take."
- "Very easy to talk to.Understood all that you were trying to say,Just like talking to a friend, very trustworthy."
- "Katy is always very polite and helpful, she will do anything she can to help you. she listened to everything I had to say and came up with ways of helping me, I highly recommend to anybody that IS in need of this help, very friendly and helpful, thank you again Katy,you are a star."
- "Very supportive, listens to me and provides effective coping mechanisms."

WHAT COULD WE HAVE DONE BETTER?

"Well I thought I was going for physio but Paul doesn't actually do that anymore, he just refers you which I am sure the doctor could have done and got the ball rolling a lot sooner."

OUR RESPONSE:

We're sorry this appointment wasn't what you expected. Paul is a First Contact Physiotherapist, which means his role is to assess musculoskeletal issues and make direct referrals to the most appropriate service, this ensures you get the right care quickly. While it might seem like a referral could have been done by a GP, Paul's expertise allows us to speed up the pathway to treatment. We appreciate your feedback and will continue making these processes clearer for patients.