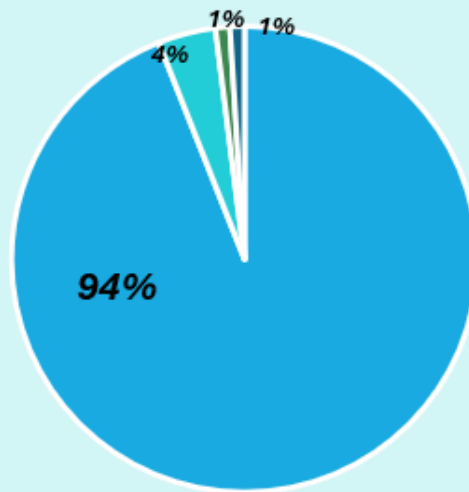


Newcastle North PCN - Friends and Family Test



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



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

IN JANUARY 2026, 94% 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 JANUARY 2026, YOU SAID:

- "The physio was patient, kind and very knowledgeable. Really put me at ease. Probably the best experience I've ever had as a patient at the surgery."
- "Having this service at the surgery is great. Paul makes you feel at ease is very thorough and explained everything well."
- "The Pharmacist was very patient and caring."
- "Kirsty solved my problems on the NHS app."
- "Friendly reassuring and helpful. Very patient and knowledgeable. Personable. Very satisfied couldn't of asked for a better service. Thank you for your help today."
- "I felt heard for the first time in months. Emily allowed me speak openly and guided me to share what I need help with. Emily is so kind and not judgemental of my situation. I am grateful for Emily's time to listen to me today , even when I couldn't speak. I am taking Emily's advice to complete self referral for talking therapies to seek further support and guidance with my mental health."

WHAT COULD WE HAVE DONE BETTER?

"Conflicting times of appointment sent to me . If I book an appointment at the medical centre for a specific time, why does it not work the other way around? I was waiting from 8.30am until I was phoned, after the last time given of 1pm."

OUR RESPONSE:

"Thank you for taking the time to share this feedback. We are sorry for the confusion and inconvenience caused by conflicting appointment times and the longer wait you experienced. We understand how frustrating this can be and agree that appointment times should be clear and reliable for patients. We have shared this feedback with our team and are reviewing how appointment times are communicated, particularly for telephone consultations, to ensure expectations are clearer and delays are explained. Improving your experience is important to us, and patient feedback helps us make these changes. "