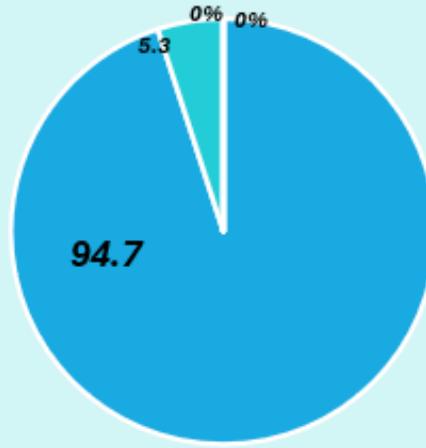


# Newcastle North PCN - Friends and Family Test

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



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

IN FEBRUARY 2026, 94.7% 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 FEBRUARY 2026, YOU SAID:

- “She asked relevant questions. Remembered previous discussions about my other child and offered service with a promise to follow up quickly.”
- “Emily is an asset to her profession. She listens and appreciates the individuality of her clients. I always feel able to express how I feel in the knowledge that she genuinely cares.”
- “Jayne is lovely, makes you feel very comfortable, telephone appointment and face to face appointment was very fast.”
- “Paul was amazing. He was very professional and spoke in a way that was easy to understand. I am following the exercises and am finding them extremely helpful and even after a couple of times my back felt much better, which I didn’t expect with the pain I had before my visit. Thank you.”
- “Thorough examination and explanation of the problem and a clear plan of action for 4-6 weeks, with review at the end to gauge improvement.”
- “Zoe was very kind and considerate and put me back on the right track medication wise.”

## WHAT COULD WE HAVE DONE BETTER?

We received a ‘neither good nor poor’ rating with the comment “not sure what to expect yet” attached.

## OUR RESPONSE:

“Thank you for your feedback. We understand that knowing what to expect is important. We are continuing to improve the information we provide so patients feel clear and confident about their care from the outset. If you would like to know exactly what to expect from your appointment, a member of our team would be more than happy to talk this through with you beforehand. Please feel free to ask any questions at the time of booking.”