

NHS Friends and Family Test

How did we do today?

Would you recommend our surgery?

Stop at our automated arrivals machine to give your feedback before you leave today or complete a card and pop in the patient comments box

<i>In October 2019 we received the following feedback:</i>		
<i>Question: How likely are you to recommend our surgery to your family and friends?</i>	<i>Extremely Likely</i>	<i>75</i>
	<i>Likely</i>	<i>11</i>
	<i>Neither</i>	<i>4</i>
	<i>Unlikely</i>	<i>3</i>
	<i>Extremely Unlikely</i>	<i>13</i>
	<i>Don't Know</i>	<i>1</i>
<i>... and patients commented ...</i>		
<p>I had to wait for 55 minutes to be seen. Not warned of the delay when I first arrived / booked in; We try not to use the doctors as a family, unless necessary, but trying to see a doctor (not a nurse) is impossible; By far the best doctors and other staff anywhere. Kind, helpful, patient, up-to-date and available when needed most of the time. Thanks to you all!; I'm afraid I am not at all satisfied with Beccles medical centre. It is extremely difficult to get an appointment and I have had very poor care. I do not feel confident that practitioners there will correctly diagnose problems and I have on occasion had to pay for private treatment in order to get adequate care; first time using this system very good service; Doctors and staff always very kind and helpful, despite the pressure they are under; The new online system for requesting help is great. It is so much better than using the phone. The response I got was very quick and I was extremely satisfied with the outcome. I would urge all patients to use this; The help with mental health issues has been far greater than I have received previously from other practices and with the new online system help is easily accessible. Before this I would have been extremely unlikely to</p>		

recommend as long waits on the phone and chaos in reception with receptionists trying to help so many people at once. All of the staff are brilliant.