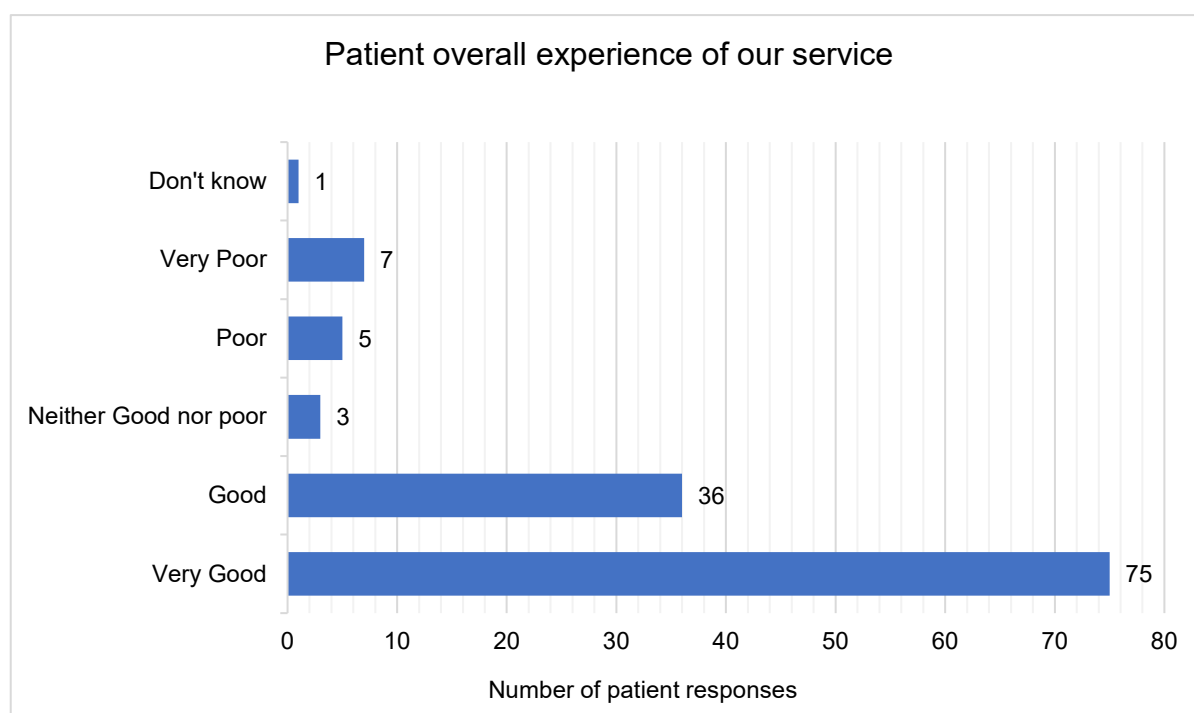


Patient friends and family feedback for March 2025



These responses were collected from the friends and family test results and from feedback forms provided in the surgery and after appointments. All patients receive the friends and family survey via text message after their appointment at the surgery.

Patients told us in March that they felt our team were caring and that they felt comfortable during consultations and interactions. They felt relaxed and easy after their appointments and were satisfied with the examinations and responses to their questions.

Patients told us that our team are always pleasant, and felt we provided prompt service.

We recognise that a very small percentage of the feedback we received is not positive. 75 patients felt our service was very good, and only 7 felt our service was very poor. If you would like to raise a concern about the service you may have received at the surgery, you can contact us by phone on 0191 2822890 or contact us by email at west.road@nhs.net. All concerns are investigated, we urge all patients to come forward if they would like to discuss anything further.