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| |  | | --- | | **Dr Kumar Beechdale Health Centre**  **The NHS Family and Friends test -**  **Reporting Month -MAR 2025 The NHS Family and Friends Test is a way of gathering patient feedback, so we can continually review our service.**  **It is based on one simple question:” How likely are patients to recommend our GP Practice to friends and family if they needed similar care or treatment?”**  **Patients are asked to tell us the main reason for their response. Patients are informed their feedback will help us learn more about what they think of their experience. Patients are advised their comments can be given anonymously.**  **Friends and Family Tests completed**  **” How likely are patients to recommend our GP Practice to friends and family if they needed similar care or treatment?”**   * **42 patients indicated – Very Good** * **3 patients indicated - Good** * **0 patients indicated – Neither good nor poor** * **0 patients indicated – Poor** * **1 patients indicated – Very poor** * **0 patients indicated – Don’t Know**   **Comments from patients who chose Very Good**   * Very straight forward and i got an appointment within the same day. * Very helpful * Treated quickly * Thorough treatment. Easy to understand. Staff great * The treatment from the dr was very good * The staff and the doctor was polite * The receptionists are brilliant * The person that took my blood was brilliant and very pleasant * The nurse was very good and explained everything easily so that I could understand. * The doctor was very understanding and referred me to hospital for further checks * The difference between the old doctor and the new doctor is amazing you feel like your important now we’re as before you just felt like he wasn’t interested in your problems * Staff are all friendly and I wasn't kept waiting * Spent time * seen promptly * Recent ongoing issue with police he was there to listen not judge take what I say at value and I showed him letter his colleague (my psychiatrist) letter he did saying I aint done nothing it's wrong he is also great doctor cannot ask for better doctor also girls same at reception kind caring they always have been. * Punctual appointment and friendly staff * People were lovely * None * No problem * Maxine always very professional and friendly and she always explains in detail what and why you are having treatment * Max was very professional sorted my issue straight away * It’s a satisfactory experience * Informative. Very helpful staff * I was attended to on time * I was able to get through on the phone efficiently; friendly staff and appointments were great and timely without feeling rushed. * I feel the doctor I receive care from right now I get the answers I need and the right care for me. I'm heard and I feel comfortable explaining my concerns * GP was very thorough and easy to talk to. The receptionists as always friendly and helpful. * Good service! And good follow up * Friendly reception staff nurse very good * Excellent service * Dr was very good * Doctor was lovely * Doctor very understanding and the reception ladies are amazing * Doctor listened to me and we came up with a plan, on time for appointment * Because that’s my conviction * Because it is true * Appointment on time and answered all my questions * Always willing to be helpful * Always there to help. I was never left without any support. * Always happy to help * All very pleasant and efficient   **Comments from patients who chose Good**   * Having listening ear   **Comments from patients who chose Very poor**   * No comment   **Please tell us about anything that we could have done better**   * No complaints feel like the job is being done well since the new doctors arrived. * They're isn’t nothing more you can do if honest maybe one thing better time frame appointments but I get it you’re limited man / woman power you have busy so I say you do amazing as it is . * No all seems good * So far everything seems good as I haven’t had any issues at the moment. * My appointment was very late so maybe just try to avoid late appointments * None * Keep it up * Nothing better could have been done. I'm happy with my care * Everything for now is acceptable. * All is fine with me * Answer the phone, sometimes I waited very long before someone answered, are I have to call back. * Nothing experience good * nothing * More availability on appointments seeing a doctor | |