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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – FEB 2024 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.** **42 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?”*** **30 patients indicated – Very Good**
* **8 patients indicated - Good**
* **1 patients indicated – Neither good nor poor**
* **0 patients indicated – poor**
* **2 patients indicated – Very poor**
* **1 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** **No problems...**
* **Was seen on time went through everything that needed 2 be do without feeling rushed**
* **"Appointment was on time, nurse dealt with me very professionally, good service provided."**
* **Never had any problems...**
* **My midwife is lovely**
* **Very good look after you**
* **Very good service**
* **"Appointment on time,**
* **Nurse dealt with me professional manner.**
* **Pleased with the treatment."**
* **Lovely helpful staff, and great to talk to**
* **Quick response from doing on line form**
* **Always polite, warm welcoming and helpful**
* **Not long waiting**
* **Nurse gave me lots of advice and suggestions**
* **"Appointment on time, nurse dealt with me very professionally."**
* **Was able to ask and have questions explained**
* **The practitioner was efficient and professional.**
* **Nurse talks and puts you at ease**
* **Your staff were very professional**
* **Warm friendly environment staff very welcoming**
* **Because they always look after me when I go to the doctors.**
* **The services received so far have been very satisfactory**
* **Because it’s true**
* **"Staff were helpful, friendly yet professional.**
* **Customer service was excellent "**
* **Nurse made me feel very comfortable and she’s very understanding very helpful**

**Comments from patients who chose Good*** **Prescription takes too long to arrive. Before if you ordered on Monday you would get it Wednesday at the latest. Now order Monday and you will be lucky to receive it on F**
* **Prescription service needs improving.**
* **Getting it sorted**
* **"Receptionist were very helpful,**
* **And the nurse very pleasant and kind. "**
* **Yes satisfied**
* **Lovely staff**
* **"Receptionists are all very friendly and happy to help in any way they can.**
* **Nurse will always go above and beyond to make you feel comfortable and that you’re happy with the care given. "**

 **Comments from patients who chose Very poor*** **I was told to ring before 4:30 yesterday I was on hold for over an hour so I didn’t get chance to speak to anyone**
* **I waited until 20 minutes after my appointment time and had to leave to take my son to his hospital appointment. Didn’t get my pill or even get to see anyone and I was the only person in the waiting room the whole time.**

**Please tell us about anything that we could have done better*** **Nothing in my opinion at this stage.**
* **Nothing**
* **Nothing**
* **Very good people**
* **Improve prescription services**
* **Not a lot**
* **Answer the phone**
* **Nothing at this time.**
* **N / A.**
* **Nothing**
* **Correct labels on doors**
* **It was very good**
* **Nothing in my opinion at this time.**
* **Carry on with your good work.**
* **Actually saw me for my appointment**
* **Cannot do anything any better.**
* **None for now**
* **Can you delete this number as you have got the wrong person!**
* **Nothing**
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