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| |  | | --- | | **Beechdale Health Centre**  **The NHS Family and Friends test -**  **Reporting Month – Oct 2023 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.**  **56 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?”**   * **47 patients indicated – Very Good** * **5 patients indicated - Good** * **0 patients indicated – Neither good nor poor** * **1 patients indicated – poor** * **2 patients indicated – Very poor** * **1 patients indicated – Don’t Know**   **Comments from patients who chose Very Good**   * Always feel comfortable and staff are always friendly and helpful * Very pleased with the surgery * Cos I was satisfied * Very pleasant staff and environment * As usual everything was fine and very professional * Great service thank you * Appointment on time, nurse was excellent. * Went in on time, the nurse was very good. * I. Was. On. Time * I got seen on time and all staff are very pleasant and very friendly * Very friendly and helpful * It was good * Because it was * Staff very friendly and quick service * Staff always polite even when busy manage to keep the practice running and try sort everyone out with appointments and nurse doctor are amazing could not ask for better ones . * Quick and efficient and painless * Nurse very thorough ... * Nice and quick never felt a thing. * Really good service * Because it was * Staff very caring * No reason just good * Very happy with the service * The staff are very good * The nurse was brilliant 👏 * You get seen more or less on time .the medic you see are always helpful and friendly and so are the receptionist * Excellent service, wonderful girls thank you * Arrived. Booked in. Was called forward smack on time. In and out 5 mins. * Punctual and friendly staff * Because the treatment I received from HCA was very good * Pleasant staff and punctual appointment * Checked in quick * Not much if a wait * Nice friendly staff * Did not have to wait too long * Great service always keeping you up to date if anything changes * Brilliant service thank you * Made to feel welcome by reception and Nurse who my appointment was with * Liked and on time * HCA is a lovely caring lady and had an appointment when convenient * Treated very well on all visits * The doctor helped me with my problem. * Maxine is always friendly and professional. I feel valued and can’t fault my care * Very good service * On time and efficient * "Very caring. Assistance was provided when I needed one. I was allowed time to explain things and I was listened to."   **Comments from patients who chose Good**   * Very nice and very friendly * Because I was seen in time by the nurse * They are Always happy to help * Because I think you are good went alright thank you   **from patients who chose Poor**   * Was having a needle and another patient just walked in and was allowed to stay   **from patients who chose Very Poor**   * Absolutely shocking. Locum doctor is crap. My child ended up in ambulance because she gave wrong care for him * Doctor calls you a liar and doesn’t show ambition in his job   **Please tell us about anything that we could have done better**   * **You cannot improve on what is already perfect** * **The phone call was very slow in responding** * **Answer calls better was on wait for 41 minutes by time they answered I was at practice find out phones was not busy no one was on them so why was I waiting 41 minutes?** * **Try and have few people at a time and spread the appointment time so you don’t have to wait for long** * **Everything was fine.** * **There's nothing she could have done better** * **Very happy with surgery** * **Reception is fantastic. Doctor needs the sack** * **Change the staffs attitude and the doctor get rid and get a new one in** * **Shorter waiting time** * **No all was good** * **Maybe create a website for patients with login to advance book appointments and look up history** | |