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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**
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