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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – June 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.** **46 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?”*** **35 patients indicated – Very Good**
* **10 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*** Professional service
* I appreciate your service to the way you contacted me always
* Excellent staff
* Same day appt, same day bloods. Very lovely staff
* I was very worried and all the staff made me feel welcome felt very safe there
* Excellent care
* Friendly, efficient staff
* Friendly staff
* Nurse is always friendly and explains everything about what she is doing and has a lot of knowledge about medications
* Very well treated
* I did not wait long in the waiting room, I was called at the exactly time that I was booked
* Always met with cheerful staff and appointments on point
* Nice staff
* Excellent nurse
* Very helpful
* Always there to help.
* Reception were warm and welcoming as always, and I was directed to their new sign in system which was simple enough to use. And the nurse who did took my blood was a delight with the whole experience
* Friendly staff
* Receptionist was so lovely explaining how to use book in monitor and on time my appointment
* The nurse I saw was very nice and explained everything step by step
* Always have a pleasant experience when visiting the surgery.
* The doctor was very helpful and very good and the receptionist was very helpful and always very polite
* You. Are. Always. Good
* Staff very friendly and efficient, appointment was on time. Doctor very helpful and caring.
* "The receptionist was very helpful. In getting me an appointment.
* The GP was very professional polite and he was thorough
* Hard working staff 🌺
* "I would like to say thank you so much,
* Good service easy making appointment "
* Fantastic service thank you
* Seen on time nurse professional
* The nurse was brilliant and I didn't have to wait long
* I didn’t wait for long

**Comments from patients who chose Good*** Waiting time in Surgery to long
* Doctor was very good got time for you
* Nurse was her usual helps and professional self
* Treated well
* Was seen on time and friendly appointment
* I do feel the Dr did his best to understand and treat my symptoms by offering me blood tests.
* I was seen almost on time and had done what I came in for
* All went well when I visited

**Comments from patients who chose Very Poor*** Service very slow
* **Please tell us about anything that we could have done better**
* One thing I was thinking about is if we can book a GP appointment for the next day because it is very difficult to call the same day and get an appointment to see a Doctor thanks
* Nothing
* It’s a little hard to get through in the phone.
* Nothing
* I’m happy with the services my go surgery provides
* N/A
* Everything is good
* Cut waiting time
* Appointment system
* Everything was fine 🙂.
* Nothing
* Nothing needs to change in my opinion
* Nothing was well pleased and new dr felt comfortable
* Nothing everything was fine
* Nothing I. Don’t. Think
* A very good service
* Be more efficient
* You have looked after me
* It would have been nice if he could have signposted me to a menopausal expert
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