|  |  |
| --- | --- |
| |  | | --- | | **Beechdale Health Centre**  **The NHS Family and Friends test -**  **Reporting Month – Sept 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.**  **44 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?”**   * **36 patients indicated – Very Good** * **5 patients indicated - Good** * **2 patients indicated – Neither good nor poor** * **0 patients indicated – poor** * **0 patients indicated – Very poor** * **1 patients indicated – Don’t Know**   **Comments from patients who chose Very Good**   * Nurse knowledgeable. Procedure explained and consent gained Reassurance given. * Excellent service and the girls are absolutely amazing * Great service wonderful girls thank you * V good * Easy to book my appointment .appointment on time .and the nurse very professional * Excellent service, always friendly and polite. Thank you * A friendly service from both reception and nurse * Always treated well staff very helpful * HCA asked me all the relevant questions regarding my health * Nurse was very thorough and reassuring, I also had my bloods took by HCA which made me at ease as she is very friendly and efficient. * Very pleased with all the staff nurses * All friendly and professional * Thank you x * Everyone is always very friendly and really helpful * The staff at the surgery are always polite and respectful to us and make us feel welcome and well looked after. * I was in excruciating pain and they helped me all they could * The nurse I saw was very efficient and was prepared to listen to any concerns of mine, and the blood test was quickly done without pain. * All the staff were very nice and helpful * The nurse is fantastic there's nothing that could have been better * Always pleasant and very helpful * Nurse is a very competent practice nurse, always giving her patients a great service, and treating them with the greatest respect. No complaints at all. * Very helpful the nurse was really good * Service and care * Excellent service and friendly practice * All round everyone I spoke with was friendly and helpful with my questions * "Everyone is so friendly ,helpful and polite" * Quick and easy to use * Good ,reliable HCA doing my bloods * The nurse was really nice * Friendly staff and very efficient * Friendly nurse staff willing to change dates for me quick easy * The nurse I saw was lovely * Always friendly and helpful.   **Comments from patients who chose Good**   * It's a bit boring waiting isn't it? * The nurse was welcoming and kind and was attentive to my concerns and instruction when I requested she update some information about my ongoing issue. * It was what I expected * No reason just was good * Appointment was half an hour late to see nurse and still had to wait after some didn't turn up   **Please tell us about anything that we could have done better**   * **Nothing All good** * **How about putting the TV back on? How about allowing punters to log in to WIFI?** * **Nothing** * **Nothing. The staff are all amazing and extremely knowledgeable and go above and beyond for the patients.** * **Pain medication but I’ve brought some just think the doctors may have been stronger** * **It does seem to be taking a lot more time to speak to a receptionist on the phone recently.** * **Nothing very well done** * **"Maybe an update when appointments fall behind** * **An update on a plasma tv would be useful "** * **Nothing needs to be changed** * **Not really** * **Nothing** * **Got nothing else to say ,** * **nothing** * **10am means 10am** * **All ok** * **To be consulted if appointment is running late so you have the choice to cancel** | |