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| **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**
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