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| **Dr Kumar Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – FEB 2025 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.** **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?”*** **51 patients indicated – Very Good**
* **7 patients indicated - Good**
* **0 patients indicated – Neither good nor poor**
* **1 patients indicated – Poor**
* **2 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** **The nurse was very friendly, positive attitude and really calming with the baby. Making it a much calming process**
* **Very good**
* **Maxine is always fantastic very polite on the ball and makes you feel at ease**
* **Doctor was great**
* **I had B12 deficiency and sorted in same week, amazing teamwork.**
* **Prompt response to treatment**
* **Doctor was very human, good bedside manner and very understanding of me not liking needles, great experience 👌**
* **Good response**
* **Just good service**
* **Very Professional helpful.**
* **Very helpful**
* **Polite, friendly and supportive staff, which includes the receptionists, nurses and doctors. Always a wonderful caring service**
* **Seen quickly and problem diagnosed efficiently and with great care**
* **Always very nice and friendly**
* **Everything perfect. Seen on time by Maxine who is lovely and friendly. She was great during my baby’s vaccinations and gave good after care advice. Always welcomed with a smile by friendly reception staff. Best surgery I have been registered at.**
* **I'm regularly in and out of the GP so I'm used to wait times and with who I'm seen by, front desk is always welcoming and the nurse I was seen by was top notch as always making sure info is 100% each time and explains what the tests for and possible length of time for results.**
* **Great service**
* **Great service**
* **Doctor was very understanding and reception ladies are the best. Very helpful friendly. Made me feel like I mattered.**
* **Friendly and helpful receptionist and nurse who treated my son she's very caring and kind lady**
* **Always a brilliant service**
* **Excellent service**
* **Appointment was on time, sent me a reminder by text, nurse was very thorough.**
* **Always welcoming & understanding**
* **From reception to paramedic ( excellent guy) to doctor was dealt with thoroughly and quickly thank you all so much for your kindness when I needed you most**
* **No complaints whatsoever**
* **I was desperate for an appointment because I’m asthmatic and they managed to squeeze me in so I could get antibiotics**
* **Very helpful and professional**
* **I was seen on time .the doctor was good**
* **Very polite and calming as I have really bad anxiety**
* **I saw the nurse who is very friendly and professional**
* **Doctor very understanding**
* **Doctor was more friendly and welcoming so are the staff**
* **The difference between the old doctor and the new doctor is amazing you feel like your important now we’re as before you just felt like he wasn’t interested in your problems**
* **Doctor was lovely**

**Comments from patients who chose Good*** **I find the reception very clean , very pleasant greeting the patients, not sure who the doctor was he never introduced himself he was brisk but dealt with my health issues , which is all I am entitled to I guess**
* **I sent the photos Tuesday but didn't receive the call until Thursday but it’s not a really serious problem so I wasn't so worried and the doctor was helpful**
* **The appointment was thorough. The Dr was friendly, approachable and happy to discuss / answer any questions and concerns.**
* **Very helpful**
* **You got me an appointment very soon and the doctor and staff were very nice as always I can’t honestly think of anything else you could have done to make things better**
* **Getting better with to see a Doctor**

**Comments from patients who chose poor*** **I felt rushed and didn’t get to say everything I wanted it was like he heard certain parts and come to a conclusion I felt it went that quick I was bamboozled and I was left just as worried as when I went in no explanation as to his decision**

**Comments from patients who chose Very poor*** **Didn’t get seen till 11:45 when his appointment was meant to be at 10:40am which is just ridiculous. Receptionist was lovely and tried her best to see if anyone else could see us.**
* **My son has been really poorly, haven't saw him this poorly for a long time! I told the GP my son would not have the stick in his mouth; other GPs have spoken to my son like a human and managed to view his throat without. If that GP told someone no like my son also said, then he would be heard! Just because my son is, a child does not make his voice invalid! My son very unwell and upset kicked the GP, as I warned he had done previously to a different GP who again didn't listen. And since that the GP attitude changed. I'm saying it viral because I couldn't view so if he gets worse be seen again - no you couldn't view because you upset my child instead of making him valid and doing it the right way, try not rushing your patients and appointments and actually care! I ended up in a&e last night for nearly 5 hours all because this GP didn't actually care and do what was requested, other GPs havent had an issue when they have listened. I told GP my son was making horrible noises when swallowing and his glands were very swollen yet guess what, this was not checked. After coming out of the appointment and I thought about what had happened I was fuming. What has happened to GPs who actually care and listen!? A major issue for urgent cares because what support do GPs actually give!? Very rarely appointments available and when there is they don't even listen or take their time because they don't care. This could of been preventend last night me ending up at urgent care when my sons temp wouldn't lower from 40 and screaming in pain horrendously, my child had gotten worse and has thank fully been given antibotics by a lovely GP who took his time and gave brilliant care! Telephone calls are mainly available here if you're lucky, how about viewing your patients!? When we are lucky enough to get an appointment the surgery has plenty of chairs free in waiting room yet there's never no appointments available. Appointments were more accessible in this surgery when Sing was the GP there. Don't feel supported by this surgery at all. Receptionists are lovely and helpful, only so much they can do and can't move mountains alone.**

**Please tell us about anything that we could have done better*** **Being new I had to find my way about and being partially sighted at one point found myself outside of the building**
* **He could of slowed down and not seem to be in so much of a rush to conclude the appointment**
* **I think everything went well and does not need any changes**
* **Respond sooner**
* **Nothing had perfect experience very efficient**
* **All good**
* **Well done**
* **Can’t think of anything**
* **Nothing**
* **Wait times and getting out of control, while I appreciate the demand for NHS services are at an all time high I had an hour wait for simple blood pressure check**
* **The appointment was unfortunately 20 minutes late**
* **Nothing**
* **Nothing**
* **N/a**
* **See your patients on time!**
* **Nothing/ perfect**
* **Nothing a perfect experience**
* **System seems to be working well.**
* **There was nothing that could have been improved on thank you reception for going above and beyond**
* **Take your time with patients instead of rushing appointment and giving up so easily, actually care about a patient and give help. If someone tells you No, it means no!!!! There are other ways and children’s parents know their child, let them actually do what they need to do to help get the problem solved.**
* **If only it could have been done over the phone but I know they needed to listen to my chest**
* **I can’t honestly believe you could have done anything else to make things better**
* **Nothing**
* **Nothing could have been done better**
* **NA**
* **Getting to the telephone fast**
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