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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – Sept 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.** **52 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?”*** 46 **patients indicated – Very Good**
* **4 patients indicated - Good**
* **1 patients indicated – Neither good nor poor**
* **1 patients indicated – poor**
* **0 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** I went in on time to see the doctor and he listened to me and was very professional.
* Been good to me when you
* Just amazing at your jobs
* Everyone is doing their best in the practice which comes over very well.
* The doctor was very good
* The reception staff were so helpful. Even trying different pharmacies to help me, I am really grateful.
* Nurse was lovely, she made me feel welcome as she new I was new to the surgery and she had good interpersonal skills, did not make me feel rushed or uncomfortable. She had time
* I was seen on time
* The receptionists are always kind and helpful, nothing is too much trouble. They're lovely ☺️
* Staff and doctor very friendly and helpful
* Always attended nicely
* The Dr and reception was very helpful
* Our son was seen and examined by one of the Doctors, referred him straight to AED, and had the intervention asap.
* I saw the nurse she was kind helpful and made me feel at ease
* Very helpful and understanding
* Appointment was on time, Nurse dealt with me in a very professional Manner."
* You made feel relaxed
* Because I was pleased with what the doctor said.
* Saw the nurse for blood tests and she was very good and a credit to her profession
* Brilliant staff and very helpful
* The nurse is very good she explained everything
* Receptionist were really polite and helpful. New doctor was easy to talk to and helpful
* Got to see the doctor same day
* Fantastic service so helpful receptionist was brilliant
* My midwife is professional and great
* Answer questions I asked came away satisfied with what she said
* The staff that attended to me was very patient, calm and professional with me.
* The whole staff was polite and helpful to me
* The method if signing in was good
* The staff are fantastic!
* Service is extremely good and commendable
* All went well and very professional
* Appointment booked, text received to confirm, appointment attended. Reception very friendly and the GP very was helpful
* Lovely efficient friendly helpful staff
* Doctor listens and understands. He made me feel comfortable and able to talk to him
* Treated well
* Nurse is always lovely, puts you at ease and knowledgeable. She is a credit to the surgery, as are the girls on reception.
* I was very happy with the lady doctor and I think we would benefit if we could have her thanks
* Is to talk to understand
* Excellent service polite staff
* Received good care .receptionist a lovely helpful lady. The locum GP was very helpful caring and gave me all the help I needed overall excellent service
* Always very efficient and helpful. Well done all of you!

**Comments from patients who chose Good*** Had to wait to get an appointment

**Comments from patients who chose Neither good nor poor****Comments from patients who chose Don’t know****He didn't care, 2 seconds I was in there for I don't want to see that doctor again** * **Please tell us about anything that we could have done better**
* Nothing
* None at all. Very satisfied.
* Nothing
* None- the GP was lovely and I am so glad they were there to help. Thank you reception staff and GP. Brilliant service
* Everything was fine
* Didn't have time for me but he had time the other people
* When phoning from 8 o clock for 30mins then no appointment
* I really don’t know
* Nothing! Whenever I phone for my dad, they always help get the situation sorted. Whatever it maybe. ☺️
* All well
* Not really always get an appointment
* Everything was fine thank you
* Nothing.
* No
* Nothing.
* Nothing
* Nothing I would add
* Nothing
* Nothing overall service was absolutely great
* None
* Can't think of anything at the moment. It was a very good experience
* No nothing really
* At moment nothing.
* My experience was good and my visit was very helpful
* No
* All was ok
* Nothing
* Change the phone lines
* No very good
* I have come across nothing. Always helpful, and couldn’t be more friendly and respectful in all aspects, and very approachable!
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