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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – DEC 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.** **23 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?”*** **18 patients indicated – Very Good**
* **3 patients indicated - Good**
* **0 patients indicated – Neither good nor poor**
* **0 patients indicated – poor**
* **2 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** **Nice people at the doctor's a**
* **Reception staff are always pleasant and helpful repeat prescription service is A1 .Dr Singh is thorough and professional nice clean waiting room nurses are good**
* **Efficient and friendly**
* **The staff are really polite.**
* **The service was excellent**
* **I was greeted nicely as I came in and didn't wait long to be seen.**
* **You. Are. Very. Good**
* **Hello l would like to say l had wonderful service of doctor Singh and all the staff. thank you all take care and god bless you all**
* **Very professional and friendly;**
* **The receptionist are so helpful**
* **Very caring and friendly**
* **"Booked in straight away**
* **All on time**
* **Nurses were great "**
* **Clean and staff very polite**
* **Made an appointment easily and was called in very quickly for my appointment**

**Comments from patients who chose Good*** **Because it was**

**from patients who chose Very Poor*** **Because I didn’t receive any service**
* **The Dr was so rude and he put the phone down on me he needs to be sacked from his job**

**Please tell us about anything that we could have done better*** **I had the first appointment cancelled by text. The replacement appointment was not cancelled, I arrived at the surgery to be told it was cancelled and that someone had tried to contact me, this was a lie. I have received this text at the time I should have seen someone but a day later, what is going on???**
* **None it was all good**
* **N/A**
* **nothing**
* **Made. Me. A. Cup. Tea**
* **Nil**
* **Attend to patients within ten minutes of their arrival**
* **Nothing better**
* **N/A**
* **Don't employ who is so rude to people**
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