**Beechdale Health Centre**

**The NHS Family and Friends test -**

**Reporting Month – NOV 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.**

**33 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?”**

* **25 patients indicated – Very Good**
* **6 patients indicated - Good**
* **1 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**

* **Although I wasn’t booked in and had to wait longer the staff were great and doctor could apologise enough always friendly**
* **My question gets answered**
* **Quick service**
* **Call in on time, not waiting for long**
* **Every time received a positive response**
* **Very helpful**
* **Staff friendly and I went in for my appointment on time.**
* **Very helpful from start to finish**
* **Friendly helpful staff**
* **Very professional**
* **Phone call was pleasant and made me feel that if I had a future problem I could phone and ask about it**
* **Good service**
* **You answer my phone calls & do your best to sort my questions out**
* **Staff very nice**
* **Nurse very helpful good in her job**
* **Because I had a quick, easy and excellent service**
* **the service was excellent**
* **Great service thank you**
* **Thank you for the wonderful service**
* **The receptionist was very accommodating in finding me an appointment at such short notice and the doctor was willing to wait for me as I was stuck in traffic.**
* **The staff are so friendly and helpful**
* **Seem to get an appointment ok and if not they let you know if there is a cancellation, my bloods and health checks seem to be all up to date and also friendly staff very approachable.**

**Comments from patients who chose Good**

* **Waiting 20 minutes after the appointment time**
* **Quick service**
* **I only had blood taken**
* **Pharmacist helped as much as he could**
* **Because the staff are helpful**

**from patients who chose Don’t know**

* **My Dr is an excellent Dr, but feeling disappointed on the administrative side as my medical record concerning my arthritis I was told when visiting my GP is not on the file, so is therefore missing. It is important my file is kept up to date.**

**Please tell us about anything that we could have done better**

* **Not really I wasn’t booked in a simple mistake it happens which meant I had to wait longer but I didn’t mind waiting was grateful I got in to see Dr**
* **Answer the phone quicker**
* **Be on time**
* **The service was good .Do not need any change**
* **All patient records must be kept on file.**
* **Answer the phone a bit quicker.**