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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – MARCH 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.** **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?”*** **29 patients indicated – Very Good**
* **4 patients indicated - Good**
* **0 patients indicated – Neither good nor poor**
* **0 patients indicated – poor**
* **0 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** Because it was very good
* Appointment was at 8.10am, I think I was seen at 8.12am. Efficient. A txt was sent to me a day before my appointment to remind me. I appreciated that.
* Very helpful and friendly
* Good service
* Great
* Quick
* The nurse is brilliant 👏
* Nurse was brilliant thank you
* Nurse was friendly and helpful
* Staffs are very professional 👏
* Checked in promptly. Appointment on time. Professional care from the nurse.
* We both trust the nurse we saw and she was very professional
* Receptionists always friendly
* Quick appointment, Nurse was great
* Nurse is very informative and made me feel very relaxed during my appointment.
* Always professional and attentive. Also friendly too.
* Staff were friendly yet, professional. They explained everything so I could understand
* Very friendly staff, nurse was brilliant with my little girl having her injections.
* A good surgery, very friendly and efficient.
* Nurse is lovely and puts me at ease. In fact all the staff are great
* Quick helpful service
* The service was excellent
* Nurse was very efficient and kind very reassuring
* Because the nurse I see is really good with me we also have a laugh
* All staff were very polite
* It was
* Staff polite and helpful

**Comments from patients who chose Good*** Staff were friendly and helpful
* Easy to talk to, professional
* Good talk
* Nurse was friendly and quite professional and helpful.

 **Please tell us about anything that we could have done better*** I would be struggling to find anything you could have done better.
* Nothing
* There's nothing
* Nothing at this time
* If running behind would like to be informed.
* 08:00am calls and queues etc. are way too long, can’t get through when needing to, making apps with GP is difficult especially when at work
* N/A
* We had to wait a while to be seen
* Nothing. Always feel at ease when visiting. Long-time family surgery member.
* Excellent work done by the team
* When I know about anything I will certainly put it down but for now, can't think of nothing
* Nothing, everything was great 👍🏻
* Nothing
* In the peak flow test, I would usually get to do the best of three, but I only did one this time. I think the best of three gives me a chance to improve on the first and second one. Perhaps that's just my opinion. But I'm still happy with the way I was dealt with and the results of the appointment.
* Nothing
* Not a lot
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