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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – Aug 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.** **25 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?”*** **22 patients indicated – Very Good**
* **2 patients indicated - Good**
* **0 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*** Senior receptionist understood my needs and worked around my work shifts so I could have an early appointment
* Staff always helpful and able to assist with any queries or concerns I have.
* Seen and diagnosed in 1day and friendly staff
* Went for an appt was seen ok and got what I asked 4
* Appointment on time, nurse very knowledgeable.
* My ongoing experience
* Nurse was lovely and made me feel at ease
* I thought I was treated with care and respect and I wasn't rushed, the nurse was lovely and very helpful.
* Friendly staff and great doctor who listens
* Very friendly
* Appointment was on time, nurse was very professional.
* The nurse very patient with, thanks to her.
* Telephone answered quickly, as always reception staff very friendly and helpful, was able to arrange right type of appointment at a suitable time. Consultation with Doctor very good, problem dealt with effectively with understanding and empathy.
* Because there very good 👍 receptionist
* "Excellent service"
* Easy to get appointment without long phone queue. Staff friendly and knowledgeable.
* HCA was lovely
* Appointment on time and Nurse was thorough and answers my queries
* Clean and very friendly
* Because she's really good to attend her patient
* Great service from my doctor. Always happy to help in any way he can. The girls are lovely, always go above and beyond to help.
* **Comments from patients who chose Good**
* Because they told me everything I needed to know
* **Comments from patients who chose poor**
* My appointment was 9am with the nurse I was sent a text reminder. I arrived in good time. The nurse arrived around 9.05 and called me in around 9.15 -9.20.

**Please tell us about anything that we could have done better*** Maybe a cup of tea
* N/A
* Everything whet well.
* Nothing
* Nothing
* Can't think of anything.
* Nothing more could be better, we're very happy.
* The appointment be on time.
* Nothing
* Small kids area in waiting room.
* Nothing
* Everything was great. Managed to sort me an appointment and Dr sorted me out when I saw him so all good.
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