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| **Dr Kumar Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – NOV 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.** **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?”*** **47 patients indicated – Very Good**
* **3 patients indicated - Good**
* **4 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*** **Was great**
* **I got the appointment I asked for so can't fault it**
* **He's coming there for many years, and the staff know him.**
* **Appointment on the same day. The doctor was thorough and listened.**
* **Coming there for many years.**
* **Very polite on reception and nurse professional and friendly**
* **Excellent service, thank you**
* **New doctor is fantastic dealing with mental health issues has time and understanding**
* **Reception staff lovely welcoming and friendly**
* **Dr was helpful**
* **Like. Everybody**
* **You are the best.**
* **Listening to my problems**
* **Cared**
* **Great advice**
* **Doctor listened to me**
* **They were brilliant as usual**
* **Appointment was on time**
* **The truth**
* **Receptionist very polite and Dr had time to listen to me and Examined me**
* **I’ve never seen this Dr before but I have to say she was extremely good showed empathy and let me tell her exactly what the issue was with me in full before cutting me off.**
* **Previously I’ve had occasions where I’ve felt it was a little rude not letting me speak as that’s the reason you go is to be treated with dignity respect to feel heard and find the cause getting the treatment required.**
* **It’s such a shame to have to say this about the previous visits of mine as the young Dr concerned showed at my daughter Appointment to be fantastic with her and I honestly couldn’t of been more thankful that day as both her and a nurse looked after her to an extremely high standard .Maybe she just doesn’t notice how she sometimes comes across.**
* **The nurses and receptionists are always really friendly and welcoming**
* **The doctor was very help full women Asian doctor.**
* **Very helpful and polite**
* **Staff very helpful and friendly.**
* **Great doctors and staff**
* **I like seeing Dr Khan she is lovely takes her time with you**
* **Jeanette managed to take my blood when other one failed.**
* **Very professional, my first to the new doctor and found him a man who put me at easy immediately and explained everything to me in detail. I was very impressed**
* **It was good**
* **It’s Always good**
* **didn't have to wait for an appointment , seen on time felt doctor listened and gave a good examination**
* **Very helpful and understanding also very pleasant to talk to**
* **Excellent service, no problems, very helpful**
* **Wasn't kept waiting in reception and nurse was very polite and efficient**
* **The staff are polite**
* **Very pleased with the service and all the staff x**
* **Maxine thoroughly explained when I asked questions that made me feel more confident about the process.**
* **Nice friendly greeting and helpful reception**

**Comments from patients who chose Good*** **That’s what I thought no special answer is just good**
* **Because good service after long time**
* **Because I was listened too and understood. I was given good advice and root to take doctors gave me a chance to take actions how I preferred**

**Comments from patients who chose Neither good nor poor*** **Because waiting on the phone for over an hour just to be told that no appointments try tomorrow**
* **I went for a blood test but all I got was a needle in both arms and no blood taken. i have to go again on the 19th.**
* **Supposed to have had blood pressure taken. The surgery purchased a specific cuff just for me….. But the specific cuff for me couldn't be found at the time of my appointment, Maxine did do her best to find it within the different rooms. So had to rebook for next week**
* **I received Dr's telephone consultation without any prior notice and missed it.**

**Comments from patients who chose Poor****Comments from patients who chose Very Poor****Please tell us about anything that we could have done better*** **Nothing**
* **Thanks for being so pleasant and patient with us.**
* **It took over 10 minutes to answer the phone but that’s not a big issue.**
* **With us everything is ok.**
* **Seriously can’t improve**
* **Perfection. As. Normal**
* **You are very communicative.**
* **Nothing**
* **Kept the cuff with my name on in a specific place. Like in the manager's office or a filing cabinet. So it was easier to find. And maybe a note on my profile to guide staff to where it is.**
* **Everything is great**
* **Not at the moment**
* **As above just concerning the one Dr**
* **I really mean well as I say she was extremely good with my teenage daughter but was just worth mentioning as it really makes a difference**
* **For now nothing to worry about just good.**
* **None**
* **Nothing**
* **Always have Jeanette to do my blood tests.**
* **Nothing, everything was great**
* **Nothing**
* **First they don’t pick up the phone, there’s always a long queue, when they do answer the call we never get an appointment. This time after a long time the Doctor treated us good. Thank you**
* **It would be helpful if patient received in advance notifications about Dr's appointment or telephone consultation.**
* **nothing**
* **Nothing comes to mind**
* **Nothing 👍**
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