

## ST ANTHONY'S HEALTH CENTRE

### RESULTS OF OUR FRIENDS AND FAMILY TEST - DECEMBER 2014

25 Patients took part in our Friends and Family Test at the surgery.

4 patients took part online via our website [www.stanthonyshealthcentre.nhs.uk](http://www.stanthonyshealthcentre.nhs.uk)

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
At the surgery	14	7	2			2
Via the website	4					
Total	18	7	2			2

#### ***A SELECTION OF COMMENTS RECEIVED...***

Lovely staff... excellent friendly service... always able to make appointments.. friendly staff... understanding doctors... receptionists are great and go the extra mile... doctors put you at ease... I have nothing but praise for staff and doctors...I have always felt relaxed and comfortable irrespective of doctor seen...I am well treated... my GP listens to my problems....

Hard to get an appointment...Doctors often run late, my last three appointments have been over 30 minutes late... I find it really difficult to get an appointment when I need one...

#### **PRACTICE RESPONSE:**

**WE REGULARLY MONITOR THE NUMBER OF APPOINTMENTS AVAILABLE; WE BELIEVE THE MAJORITY OF OUR PATIENTS ARE GETTING AN APPOINTMENT TO SUIT THEM, BUT WE APPRECIATE A SMALL NUMBER OF PATIENTS HAVE FOUND IT DIFFICULT TO MAKE AN APPOINTMENT TO SUIT THEIR NEEDS. WE WILL CONTINUE TO MONITOR THIS.**