

ST ANTHONY'S HEALTH CENTRE

RESULTS OF OUR FRIENDS AND FAMILY TEST - MARCH 2015

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

4 patients took part online via our website www.stanthonyshealthcentre.nhs.uk

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
At the surgery	3	2	1			
Via the website	4					
Total	7	2	1			

A SELECTION OF COMMENTS RECEIVED....

It's friendly and you can get an appointment fairly quickly....very helpful and co-operative...always helpful

Sometimes difficult to get an appointment, not just this surgery, feel there is a lack of GPs....

PRACTICE RESPONSE:

WE ARE VERY HAPPY TO CONTINUE TO RECEIVE CONSISTENTLY POSITIVE FEEDBACK.

YES, THERE IS A SHORTAGE OF GPs AND GENERAL PRACTICE IS BUSIER THAN EVER BEFORE, WE HAVE MORE PATIENTS COMING MORE OFTEN TO SEE A DOCTOR, AND MORE SERVICES ARE BEING MOVED OUT OF HOSPITAL AND PROVIDED AT THE SURGERY, FOR EXAMPLE HEART MONITORING. IT HAS NEVER BEEN MORE IMPORTANT TO REMEMBER TO USE GP SERVICES WISELY – FOR EXAMPLE CANCELLING UNWANTED APPOINTMENTS, USING THE LOCAL PHARMACY FOR MINOR AILMENTS, AND BY GIVING JUST A FEW DETAILS TO THE RECEPTIONIST WE CAN EVEN SAVE SOME UNNECESSARY APPOINTMENTS AS DOCTORS OFTEN GIVE ADVICE NOW OVER THE TELEPHONE.