

**ST ANTHONY'S HEALTH CENTRE
RESULTS OF OUR FRIENDS AND FAMILY TEST - MAY 2015**

**23 Patients took part in our Friends and Family Test at the surgery.
1 patients took part online via our website www.stanthonyshealthcentre.nhs.uk**

	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
At the surgery	12	9		1	1
Via the website	1				
Total	13	9		1	1

A SELECTION OF COMMENTS RECEIVED....

Friendly staff... able to talk to my gp... I feel listened to... flexible will try to fit you in, helpful practice,

Tops of the Pops ≥ !!!, doctors nice to talk to... care given is good, best practice around... waiting time is good... excellent service... staff are friendly and well presented... I have returned to this practice having tried others and the attention to care is better here... I feel welcome here.

Hard getting through on the phone...

I never see the same doctor, and I don't feel listened to, and sometime feel it's a waste of time coming

Waiting time for appointments needs to be improved

PRACTICE RESPONSE: thanks for all your comments, we do appreciate your feedback.

We know sometimes patients can't see the doctor they want to, on the day they need to be seen, but all our doctors work in a very similar way, and we try hard to make sure all our patients get the best advice and treatment whichever doctor they see.

On a positive note, once again the vast majority of our patients are very pleased to be registered with

St Anthony's Health Centre, which is great to hear. Thank you.