

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

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

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Don't Know
At the surgery	6	6		1	
Via the website	2				
Total	8	6		1	

A SELECTION OF COMMENTS RECEIVED....

Always get an appointment with the doctor I ask for (not always the same day, but most of the time)

I only registered in January this year but would recommend to others,friendly staff... quick appointments....nice friendly and courteous receptionists....I have been coming here since I was a baby and think it's an excellent surgery....it's a good surgery....don't come often but it's always a good service...I feel very comfortable coming here

Waiting times in the surgery, you can wait a while before you are seen...

The doctor seemed unhelpful

PRACTICE RESPONSE: thanks for all your comments, we do appreciate your feedback. Once again the length of time some patients sit in the waiting room is brought to our attention. We are listening. Doctors do try hard to keep to time. We block out appointments each surgery to allow the doctors time to catch up, but it's always a struggle. If we offer longer appointments we wouldn't fit everyone in each day. Average waiting time is xxxx, but we appreciate if you are unlucky to be delayed by longer then this can cause problems for you. We'll keep monitoring this.

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.