

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

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

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

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Don't Know
At the surgery	8	3		2	2
Via the website		1	1		
Total	8	4	1	2	2

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

**I find it easy to get an appointment...staff are very helpful...you get fitted in as soon as possible....friendly staff...friendly doctors...brilliant doctors and staff...gps great at listening...and understand mental health problems....the doctor helped me a lot...**

**HOWEVER...This month we received a small number of negative comments, a complaint about the time spent in the waiting room, waiting to be seen, and a complaint about seeing a different doctor at every appointment. We understand waiting for your appointment can be a big problem especially if you have another appointment to get too. Doctors do try to run on time, but I guess that doesn't help much if you are the one delayed!**

**And we agree it is much better to see the same doctor for the same problem if you can; that might mean waiting a day or two, or discussing your follow up with the doctor when you are in the consultation – sometimes doctors can book your review appointment before you leave the room.**

**Thanks for all your comments, we do appreciate your feedback, which was again mostly supportive this month. Thank you to everyone who took part in the survey for November!**