

**ST ANTHONY'S HEALTH CENTRE
RESULTS OF OUR FRIENDS AND FAMILY TEST - JAN 2016**

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

| | Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely |
|-----------------|------------------|--------|----------------------------|----------|--------------------|
| At the surgery | 17 | 13 | | 2 | 1 |
| Via the website | 0 | | | | |
| Total | 17 | 13 | | 2 | 1 |

A SELECTION OF COMMENTS RECEIVED....

Nice staff...been here since birth...can get seen without hassle...receptionists are polite and well mannered...doctors are lovely...close to where I live...always have a good chat...always on top of things...staff go out of their way to help... Drxxx is lovely...helpful...friendly... help from my doctor has heped me and I am on first step of a ladder...quick appointments...very professional and friendly...everyone is lovely and make sure we are looked after...since coming back to this practice I have been well looked after...

However.... Just the waiting times can be a bit much...the waiting time on the phone is sometimes too long, but everyone is respectful...overall satisfactory but a bit of a delay in seeing the doctor... didn't get seen for an hour after my appointment time...they didn't get my prescription ready on time...

PRACTICE RESPONSE: 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 January!

We did have one or two days in January when the doctor on call had to go out on an urgent house call in the middle of surgery – it doesn't happen often - but we appreciate it means patients in the waiting room then have a longer wait. When this happens our receptionists will try to sort out anything really urgent (by asking another doctor to squeeze someone in, or sort out a prescription) but sometimes it does mean waiting or rebooking your appointment.

It is very unusual to find your prescription is not ready especially if you have given us enough notice; but we take this complaint on the chin, and will try to make sure we don't keep you waiting. Did you know that the electronic prescription service now means you can go straight to the chemist to pick up your medicines or ask for them to be delivered to you at home.