

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

27 patient took part in our Friends and Family Test at the surgery.

0 patient took part online via our website www.stanthonyshealthcentre.nhs.uk

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely
At the surgery	17	10	0	0	0
Via the website		0	0	0	0
Total	17	10	0	0	0

A SELECTION OF COMMENTS RECEIVED....

Doctors and staff are extremely efficient, kind and thoughtful, and always try to help....they listen to you...doctors are very discreet and make you feel comfortable...happy with the service...helpful and supportive...very friendly and caring....I suffer with depression and our doctors are great – they listen.....they talk to me not at me...feels like dealing with family...friendly and easy to get an appointment...never feel like a pest or that I waste their time...receptionists are lovely...been here all my life never a problem...always accommodating and a curtesy call to remind me of an appointment...made to feel welcome BUT you don't always get seen on time!

PRACTICE RESPONSE: we had a bigger response this month. Everyone left positive comments which is great to hear, the only bit of negative feedback was about getting seen on time. We will continue to make sure if doctors are running late that we tell you, and give you the option of re-booking. Thanks to all who took the time to fill in the survey forms. We appreciate it 😊