

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

**19 patients took part in our Friends and Family Test at the surgery.  
0 patient took part online via our website [www.stanthonyshealthcentre.nhs.uk](http://www.stanthonyshealthcentre.nhs.uk)**

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely
At the surgery	15	3	0	0	2
Via the website	0	0	0	0	0
Total	15	3	0	0	2

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

**Girls are lovely... very helpful, knowledgable, and efficient always!...you are treated with respect and dignity at all times, plus staff are always there with a smile...very helpful, lovely staff, and great doctors...polite and understanding doctors...friendly and my appointment is usually on time...care and attention are excellen (esp Dr Ross😊) doctors and staff are very pleasant, no complaints, very happy... would recommend...really professional...I can talk to them...I know they listen...no problem getting appointments when I phone**

**BUT...TWO RESPONSES WERE NOT SO GOOD, “unhelpful and nosy reception staff” “rude and unhelpful”**

**PRACTICE RESPONSE: We are really disappointed to hear that two patients were so unhappy with us. It's always difficult to accept harsh criticism but we will take this on board and try even harder to make sure every single patient is given the very best care and attention we can provide.**