

ST ANTHONY'S HEALTH CENTRE

RESULTS OF OUR FRIENDS AND FAMILY TEST - SEPTEMBER 2016

12 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	Don't Know
At the surgery	9	2	0	0	1	0
Via the website	0	0	0	0	0	0
Total	9	2	0	0	1	0

A SELECTION OF COMMENTS RECEIVED....

Always brilliant service... have concerns dealt with professionally... a patient for 64 years, always happy... appointments prompt and thorough... lovely service and polite staff... it's important to keep your health as well as your friends and family... courtesy and care by receptionists, nurses and doctors... everyone willing to listen... Treatment is great, always get an appointment

However one person unfortunately had to wait 35 minutes and as a result is extremely unlikely to recommend us

PRACTICE RESPONSE:

THANKYOU FOR THE ALMOST UNANIMOUS VOTE OF CONFIDENCE 😊

DOCTORS DO TRY TO RUN ON TIME, BUT SOMETIMES A PATIENT MAY TAKE LONGER THAN 10 MINUTES OR THE DOCTOR IS DELAYED THEN THE SESSION RUNS LATE. WE APPRECIATE THAT THIS IS NOT MUCH FUN FOR THE PERSON WHO IS DELAYED. OUR RECEPTIONISTS WILL TRY AND LET YOU KNOW IF YOUR APPOINTMENT IS LIKELY TO BE DELAYED