

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

**24 Patients took part in our Friends and Family Test at the surgery.
1 patient took part online via our website www.stanthonyshealthcentre.nhs.uk**

	Extremely Likely	Likely	Neither Likely or Unlikely	Extremely Unlikely	Don't Know
At the surgery	17	5	1	1	
Via the website	1				
Total	18	5	1	1	

A SELECTION OF COMMENTS RECEIVED....

I like the doctors as they have time for you and listen to what you've got to say , some doctors surgerys rush you out.... Very kind and understanding always here for you.....very friendly & professional... very good service, so far.....staff friendly & very helpful...doctors listen & are very empathetic....Friendly staff excellent Doctors & nurses...caring marvellous Doctors all staff are wonderful....Doctors don't make me feel uncomfortable....

However some said Its hard work when phoning up to get an appointment in the mornings.....extremely painful & difficult process to get an appointment rang from 8:15am -10:30am phone engaged when I got through told non available.... I don't feel like I trust the doctor feel at times I've been tarnished with the brush of others.

PRACTICE RESPONSE: thanks for all your comments; we do appreciate your feedback, which was again mostly supportive this month. We appreciate that the telephones are very busy between 8:15am and 9:30am; our reception team do answer all calls as quickly as possible. Some patients may not be aware that you can book doctor's appointments on line, please ask at reception for details.

Thank you to everyone who took part in the survey for October!