

ST ANTHONY'S HEALTH CENTRE

RESULTS OF OUR FRIENDS AND FAMILY TEST - NOVEMBER 2016

9 Patients took part in our Friends and Family Test at the surgery.

2 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	7	2	0	0	0	0
Via the website	0	0	0	0	2	0
Total	7	2	0	0	2	0

A SELECTION OF COMMENTS RECEIVED....

I was dealt with quickly and efficiently...very good for getting appointments, even same day...all good...very efficient staff always willing to help...receptionists are always polite and the doctors are fab!

However two people are extremely unlikely to recommend us, one commented that they did not like the tone of reception and will now be booking their appointments on line in future.

PRACTICE RESPONSE:

THANKYOU FOR ALL YOU COMMENTS, WE DO APPRECIATE YOUR FEEDBACK, WHICH WAS AGAIN MOSTLY SUPPORTIVE THIS MONTH. THANKYOU TO EVERYONE WHO TOOK PART IN THE SURVEY FOR NOVEMBER