

**ST ANTHONY'S HEALTH CENTRE
RESULTS OF OUR FRIENDS AND FAMILY TEST - FEBRUARY 2017**

**4 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
At the surgery	2	2	0	0	0
Via the website	0	0	0	0	0
Total	2	2	0	0	0

A SELECTION OF COMMENTS RECEIVED....

Doctors, nurses and receptionists are always kind, polite and helpful. Been here for years, wouldn't go anywhere else...Everything good.

However one patient did feel that reception staff should not be asking what was wrong as it should be kept private and confidential.

PRACTICE RESPONSE: Some great comments this month. Please feel reassured that all patient details are always kept private and confidential; sometimes we need to ask for more details to make sure the appointment is made with the appropriate person and to see if you could be seen more quickly.