

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

3 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	2	1			
Via the website		1			
Total	2	2			

A SELECTION OF COMMENTS RECEIVED....

Good hours...Helpful and friendly staff...Very nice and attentive...Great surgery in general....

However some saidregular appointments needed for patients who are most in need...Often takes 30-45 minutes to get through on the phone to make an appointment, then when you do get through there seems to be no appointments available...Often takes longer than normal to process test results...

PRACTICE RESPONSE: Thanks for all your comments; we do appreciate your feedback, which was again very 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.

We will look into our system for reporting back on test results to see if improvements can be made.

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