**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST - JANUARY 2018**

**2 patients took part in our Friends and Family Test at the surgery.**

**1 patient took part online via our website** [**www.stanthonyshealthcentre.nhs.uk**](http://www.stanthonyshealthcentre.nhs.uk)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely  Unlikely |
| At the surgery | 1 | 0 | 1 | 0 | 0 |
| Via the website | 1 | 0 | 0 | 0 | 0 |
| Total | 2 | 0 | 1 | 0 | 0 |

***A SELECTION OF COMMENTS RECEIVED….***

**Very efficient, good…This practice is just the best!**

**However one patient felt uncomfortable being asked about why they needed to see a doctor over the phone**

**PRACTICE RESPONSE: Thanks for all your comments; we do appreciate your feedback, which was again very supportive this month. We are very pleased that patients are very happy and would recommend us!**

**☺**

**Our receptionists will ask over the phone for some basic information about why you need to see the doctor. This is to make sure you get exactly the right help that you need. It’s completely confidential and won’t be shared or recorded.**

**Did you know that Hellie our Nurse Practitioner can deal** **with a variety of conditions for example acute infections such as chest, ear, urine, tonsillitis, diarrhoea and vomiting, conjunctivitis; skin rashes, asthma, and minor injuries. Contact reception for further details.**