**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST – MARCH 2018**

**4 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 | 2 | 0 | 2 | 0 | 0 |
| Via the website | 1 | 0 | 0 | 0 | 0 |
| Total | 3 | 0 | 2 | 0 | 0 |

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

**“It is the best doctor and nurses surgery in the north by none”**

**However one patient mention about the poor condition of the waiting room “dirty and depressing waiting area – needs a good clean”. Another response was “what happened to confidentially?”**

**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!**

**☺**

**With regard to the not so positive comments:-**

**Re the confidentially – we take confidentially very seriously at St Anthonys Health Centre. Sadly the comment did not state what the specific incident was so we can’t elaborate on the solution.**