**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST – FEBRUARY 2022**

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

**2 patients 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 | 0 | 0 | 0 | 0 | 0 |
| Via the website | 1 | 0 | 0 | 0 | 1 |
| Total | 0 | 0 | 0 | 0 | 0 |

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

**The admin staff are always so helpful and willing to help in any way they can from both my own experience and that of my brother. One member of staff in particular who stands out and is always willing to go above and beyond is Aileen. My brother has a lot of health problems including mental health issues and can sometimes be perceived to be an abrupt and passive aggressive character by many however he only ever speaks highly of Aileen and how she understands him and sees past his issues. She is one of the very few reception team members that my brother will speak to and doesn’t get frustrated. This is due to her friendly and helpful nature and for that, I truly thank her for all her years' service and help towards my brother. My own experiences with Aileen and also Barbara have always been positive and Im so grateful for their help! Working in the NHS myself, I know irate patients and abuse is a common occurrence so I would like to send a little note of appreciation for all the hard work you do down at the surgery. Thanks again! (11TH Feb 2022)**

**If you have any suggestions as to how we could improve our service to you, please don’t hesitate in contacting us. All feedback is appreciated. ☺**