**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST – JUNE 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 | ExtremelyUnlikely |
| At the surgery | 0 | 0 | 0 | 0 | 0 |
| Via the website | 1 | 0 | 1 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 |

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

**We received 2 comments this month**

1. **Professional, Caring, Polite, Friendly, Knowledgeable, Great caring GP surgery**
2. **I often Find that waiting times can be excessive. If you visit with more than one ailment it's hard to get time to deal with them all, the prescription ordering line could send you a text when your prescription is ready as I have found that sometimes it's missed without knowing until I arrive. I'm usually struggling as need the meds straight away.**

**Response.**

**In reply to comment 2, unfortunately we don’t have the software to send an automatic text when the prescriptions have been done and sadly, as we do hundreds per day, we don’t have the staff to be able to do it manually. If someone needs a prescription urgently then it's best to speak to the reception team rather than leave a message on the prescription line which has a 48 hr turn around.**

**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. ☺**