**ST ANTHONY’S HEALTH CENTRE**

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

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

**5 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 | 3 | 0 | 0 | 0 | 2 |
| Total | 3 | 0 | 0 | 0 | 2 |

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

1. **Always very friendly,ready to help.Thank you for everything you do.**
2. **Don't feel there is a service here now all they tell you is go to walk in centre or ring 111 haven't been able to get a app here for years I just use the internet and diagnose me self**
3. **I have tried phoning and going online to make appointments when I phone Im always number 10 in queue then its cuts off after about 15mins waiting so have to start again its a absolute joke same as you cant just pop in to surgery to make appointments it all has to be done online what is reception there for I have tied to make a nurse appointment for very important CS to be carried out you keep sending letters saying its important but cant get through to make appointments women could end up with positive test that could cost them there lives and all because of a system that DOES NOT WORK Its disgusting its 21st CENTURY not the 19th**

**Response. Thank you all for your positive comments some of which didn’t want to be published.**

**Re the 2 comments regarding access, I'm sorry that you are having issues. If you would like to contact me on my direct number 01912196102 hopefully, we can discuss/resolve the access problems you're having.**

**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. ☺**