**ST ANTHONY’S HEALTH CENTRE**

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

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Good | Good | Neither Good or Poor  | Poor | Very Poor  |
| At the surgery | 0 | 0 | 0 | 0 | 0 |
| Via the website | 5 | 1 | 0 | 1 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 |

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

1. **Super**
2. **Staff was very welcoming and doctor Balfry good not have been more cooperative in explaining what was wrong**
3. **ft completely at ease had time to listen to me felt like I was listened to made me feel important**
4. **I felt I could express what my problem was and felt listened to. I was offered help and advice and the staff member was very friendly and knowledgeable.**
5. **Nurse rang me today to tell me doctor had left a note about my liver function, I told her I think I have broke my toe she said had I been to walk in centre, I am a type1 diabetic who is house bound as should have known and I am agoraphobic, must not have read about my problems not very good.**

**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. ☺**