**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST – JANUARY 2023**

**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)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Good | Good | Neither Good or Poor  | Poor | Very Poor  |
| At the surgery | 0 | 0 | 0 | 0 | 0 |
| Via the website | 2 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 |

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

1. **I would like to give feedback to the young nurse (not long qualified. About a year). She done my smear test and was very good. I got nervous as she was around the same age as me, but she talked through everything that was happening and talked through the procedure to take my mind off things. Nobody in this surgery has been as chatty or made me feel as comfortable as she did and I've been registered here my entire life. Thank you :)**
2. **26th Jan, I sent in a request for two lots of tablets via the website, I then received two phone calls from the practice within 1 hour to discuss the issue and then to arrange a blood test and let me know I would be able to pick up the tablets at Benfield chemist, by 14.00 I picked the tablets up and first one taken at 14.45 great service**

**Thank you for the positive comments.**

**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. ☺**