**ST ANTHONY’S HEALTH CENTRE**

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

**1 patient took part in our Friends and Family Test at the surgery.**

 **11 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 | 1 | 0 | 0 | 0 | 0 |
| Via the website | 11 | 0 | 0 | 0 | 0 |
| Total | 12 | 0 | 0 | 0 | 0 |

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

1. **I was given an appointment straight away which was ideal because I was worried about waiting to speak to someone. However, I was waiting for 45 minutes past my appointment time in the waiting room which made me feel a bit anxious and uncomfortable. The Dr was perfect he listened and chatted through my concerns, and I appreciated this a lot! As a Dr who doesn’t know me, he really took the time to ensure I was happy and felt supported.**
2. **I was given an appointment on the same day I requested one. It was also with a female Doctor which I also asked for. This female Doctor was very friendly, listened intently to my symptoms and worries offering comfort and expert advice. I left the Doctors surgery feeling that my physical and emotional needs had been met, in a very professional yet genial manner.**
3. **I managed to get an appointment on the day I rang which was good as in the past it had been hard to get an appointment the receptionist was really nice polite and took the relevant information from me**
4. **Very little waiting time, nurse was very polite and courteous. Very professional.**

**Thank you for your 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. ☺**