**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST - JANUARY 2024**

**1 patient 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)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Good | Good | Neither Good or Poor | Poor | Very Poor |
| At the surgery | 1 | 0 | 0 | 0 | 0 |
| Via the website | 3 | 0 | 1 | 0 | 1 |
| Total | 4 | 0 | 1 | 0 | 1 |

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

1. **They were okay.**
2. **The doctors check me over to my blood pressure and weight me so was ok doctor.**
3. **Thank you to Dr Coates who spent time to really listen and organised a plan based on my concerns. I feel very lucky to have met such a compassionate and thorough doctor.**
4. **Seen GP once in 10 months the system a joke passed from pilar to post . Last GP I seen face to face about my problems reckon did I expect to be pain free at my age not the care you're expecting from professional people. You try make appointment and can't see doctor you want just some quack that looks on internet and ask you what I think is wrong.**

**Re comment no 4, we are sorry that you have had a no so good encounter with the surgery. If you wish to discuss it further, please contact me at the surgery. Lisa**

**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. ☺**