**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST – MAY 2024**

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

 **6 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 | 4 | 0 | 1 | 0 | 1 |
| Total | 5 | 0 | 1 | 0 | 1 |

***A SELECTION OF COMMENTS RECEIVED***

1. **Great service**
2. **Booking in was quick and I did not have wait long before I was called in.**
3. **The bathroom in this doctors practice is needing a rug or a mat. Sink water comes out fast , ends up all over the floor – slips and falls so dangerous for older people.**
4. **I take rivaroxaban, which I have done for years, I know I am only allowed 1 months' supply at a time.
I work for a living and work shifts, which can be 12 hours long. I run out on Wednesday, and I ordered some more on last Fri knowing that I could pick them up on Mon tea time. 2 days before I run out. They we're not there. I rang to find out why and was told I was not due until the 23rd as it's practice policy due to over prescribing. GREAT I now can't get there to get them so now I will run out. 2 days, that's all I asked for them early so what over prescribing are you doing. You can't get to see a doctor and you can't even get tablets, so what's the point now.**

**Thank you for your comments. Re no 3 unfortunately we are unable to put a rug or a mat in the waiting room toilet. Re the water, we will have a look at that tap to see if we can somehow control the pressure. Re no 4 if you would like to contact me at the surgery, perhaps I could look into your issue and see if there is a suggestion I can come up with especially if this is a recurring issue.**

**All replies are anonymous, if you have made a comment and would like to discuss it further, please do ring the surgery on 0191 219 6100.**

**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. ☺**