**ST ANTHONY’S HEALTH CENTRE**

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

**0 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 | 0 | 0 | 0 | 0 | 0 |
| Via the website | 3 | 1 | 1 | 0 | 0 |
| Total | 3 | 1 | 1 | 0 | 0 |

***A SELECTION OF COMMENTS RECEIVED***

1. **Booking is great and the staff are all so lovely, but it is a little frustrating to be told to see if anything changes over the next week and book a follow up appointment to potentially have bloods done if not. I feel like I'm taking up too much of your time booking two appointments in two weeks when blood work could have potentially been booked in advance (say in 2 weeks time) and cancelled if no longer required to save the space of a same day appointment for someone who urgently needs it.**
2. **The doctor did an excellent job.**
3. **I got appt to see doc while I was in seeing nurse really quick**

**Thank you for your comments, in response to comment no 1, unfortunately people have been known to forget to cancel appointments which are no longer required but we do understand your frustration.**

**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. ☺**