**ST ANTHONY’S HEALTH CENTRE**

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

**1 patient 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 | 1 | 0 | 0 | 0 | 0 |
| Via the website | 1 | 0 | 0 | 0 | 1 |
| Total | 2 | 0 | 0 | 0 | 1 |

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

1. **It is very good**
2. **Excellent holistic patient centred care and support. Excellent prompt quick support from mental health practitioner a vital new service addition to my GP practice. Fantastic listening and understanding from GP and excellent prompt advice support and care from the whole team. Thank you**
3. **2 days to even get through and then to be put on a list to see if I can get an appointment is an absolute disgrace**

**Thank you for your comments. Re the 3rd comment we are aware that the phones lines can be very busy. If you are able to complete the online request form (can be found on our website) that will save you having to ring in. Once the doctor has received your request then they will make the clinical decision as to what happens next.**

**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. ☺**