**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST – SEPTEMBER 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 | 0 | 1 | 0 | 0 | 0 |
| Via the website | 6 | 0 | 1 | 2 | 2 |
| Total | 6 | 1 | 1 | 2 | 2 |

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

1. **I think you should be told if you're seeing a male or female nurse if your injury is near private parts.**
2. **Amazing. Although phone lines can be busy, and you can wait on the phone for what seems like an eternity you do eventually get through. I do like the call back system (which I used). I then used the online form also. Within 10 minutes I was offered an appointment for my daughter. Receptionist was lovely and so was the doctor. I had to phone 2 days later because she wasn't any better. Again, my daughter had an appointment the same day. Both receptionist and doctor were brilliant. I honestly can't thank you all enough considering the pressure the NHS are under.**
3. **Everyone was friendly.**

**If you have had any problems over the last month re access or an appointment, please contact me direct on 01912196102**

**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. ☺**