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| Beechdale Health CentreThe NHS Family and Friends test Reporting Month – July 2023 The NHS Family and Friends Test is a way of gathering patient feedback, so we can continually review our service.It is based on one simple question:” How likely are patients to recommend our GP Practice to friends and family if they needed similar care or treatment?”Patients are then asked to tell us the main reason for their response.Patients are informed their feedback will help us learn more about what they think of their experience. Patients are advised their comments can be given anonymously and If they do leave their contact details then we might get in touch to talk to them about their feedback so we can better understand their views.27 Friends and Family Tests completed” How likely are patients to recommend our GP Practice to friends and family if they needed similar care or treatment?”* 22 patients indicated – Very Good
* 4 patients indicated - Good
* 0 patients indicated – Neither good nor poor
* 1 patients indicated – poor
* 0 patients indicated – Very poor
* 0 patients indicated – Don’t Know

Comments from patients who chose Very Good* Because I didn't wait to long and the nurse I saw was lovely and very sympathetic to my needs and health issues
* I went in on time
* Never really had any problems with the health centre
* Good
* Because the nursery was very kind very helpful and did everything she could to make son feel relaxed before his injections
* Friendly staff and prompt appointment
* Get face to face, not wait long for appointment
* Dr Singh extremely good with his attention to detail
* Arrived at appt time. Checked in. Was called forward within 2 mins.
* Good listening.
* I got prompt response from everybody working at the health centre, hence my 5 score.
* Never any problems. All very professional and friendly..
* Jeanette is a very caring nurse /person
* They look after me very helpful always
* Very helpful 👌
* Everyone is always welcoming
* Staff friendly and helpful
* Politeness and extremely clean

Comments from patients who chose Good* Because I had to wait a while to be seen.
* Check in was easy enough
* Nurse was lovely
* Jeanette was caring and professional in treating my leg.
* Dr Singh gave me a memory test, which I passed.
* Because it was easy for me to do
* Comments from patients who chose poor
* Is it shame that you cancel visit only because someone was late exactly 4 min. Nurse is available only on specific time and you don’t have one else.

Please tell us about anything that we could have done better* Nothing on this occasion
* Phone can be picked up quickly when ringing
* Nothing
* Answer the phone a bit quicker.
* Nothing better, thank you
* Appointment was 30 mins late, an update would have been nice to set my expectations why I was still waiting as I only planned 30 mins from work for routine bloods
* Getting the right information before making an appointment with the client
* At this time nothing
* Nothing
* Nothing
* You could answer the phone quicker when people phone up.
* None
* Nope all good
* Nothing
* Be a little more accurate on appointment times
* Get more nurse and doctors
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