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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – Oct 2024 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 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.** **75 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?”*** **65 patients indicated – Very Good**
* **9 patients indicated - Good**
* **1 patients indicated – Neither good nor poor**
* **0 patients indicated – poor**
* **0 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** Staff very friendly and efficient
* The nurse was very amiable and gave good advice but most important of all she took the time to listen.
* Doctor was really nice and polite very helpful
* People who listen to you
* Because of care and complete gentleness
* Waited 2 mins then was seen
* Fantastic service from across the board
* The services was very good
* Dr was very understand and helpful. Listened to concerns
* Everyone are so polite and helpful
* Treated quickly and efficiently.
* The nurse went above and beyond to accommodate my needs
* Did everything what I needed in a friendly manner
* Always very helpful
* All good
* The girls treated me so well it was a pleasure to be there!!
* In and out no waiting
* Excellent service, thank you
* Receptionists are polite
* The Dr who I saw was very compassionate and you could tell she was listening to my every word.
* Always efficient and polite
* Appointments are available when you want them, don’t have to wait long.
* I was seen promptly and we'll looked after
* Good doctors and good nurses receptionists
* All questions was answered
* Fantastic dr and staff fully explained everything in detail listening to what I have to say too
* All the staff are very helpful, polite, & friendly as always, like a family doctors should be. The locum doctor was very helpful
* Because I was treated with the same professionalism as always
* The Nurse was very pleasant and explained everything she was going to do and answered all my questions
* Fantastic dr and understanding
* Had a phone talk with doctor booked me in for blood test. very attentive
* got an appointment same day
* Sorted my medical problems
* Because was very helpful
* Very helpful to me and kind
* Very good service
* Secretary and Practice Nurse very friendly and approachable
* I needed an appointment and received on the same day
* I was happy with the service.
* She was very good listening and she was caring
* didn’t have to wait I was called in to see GP on time
* Friendly staff
* The nurse was brilliant she listened to what I had to say
* The nurse did not miss anything. Checked everything
* The nurse was very professional and very helpful.
* Lovely. Nurse
* Staff very polite and helpful Nurse very helpful and polite
* The nurse was very professional and cordial
* Asked some questions and gave me the answers and if I needed any help
* Excellent staff
* The lady that takes blood is always very gentle and never leaves a bruise. Such a kind nurse and friendly receptionists
* I find the HCA was gentle
* Doing my check-ups yesterday it really helpful staff and doctor was very kind and explained everything
* Friendly staff and very efficient

**Comments from patients who chose Good*** I was call in time I did not have to wait
* Yes everything was good
* All went well no problems
* Found the GP difficult to hear. seemed to be irritated that I couldn't hear him 🙄
* Staff were courteous.
* Doctors and nurses and staff on reception was very helpful thank you👍👍

**Comments from patients who chose Neither good nor poor*** The nurse side lowed my score. As waited over an hour and half to be re seen.

**Please tell us about anything that we could have done better*** N/A
* Nothing at moment
* To have the ability to pre book the doctors should the nurse discover anything that is troubling the patient.
* None
* Nothing everything was with loving care
* Nil
* Nothing
* The screen in the waiting room does not display the correct room name/number , it reeds please got to room " Go to room" , so you have to knock on several doors to get the correct one
* Nothing
* Maybe making sure staff are aware someone is waiting to been seen as I was in bad pains sitting waiting
* Just carry on as you are 5 star
* Every think was perfect
* I don't think you could things better
* Nothing as it is a first class service
* Can’t really know maybe being greeted by a receptionist as find the computer difficult. Sure pensioners do as well. It was very quiet so would have been possible?
* There didn't appear to be enough supplies to meet my needs.
* Nothing
* My overall experience was good so nothing to add.
* Not a single thing
* More appointments
* Nothing on this visit
* You couldn’t have done any more
* Waiting time to speak with reception it is always busy
* There was nothing you could have done better
* The nurse did her job very good.
* Can't think of anything at the moment.
* No need to change anything everything was good
* Nothing
* You could try to keep to time ,but I know it's hard to
* "It was very good ,again no more said "
* Not much
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