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| **Dr Kumar Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – Jan 2025 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.** **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?”*** **59 patients indicated – Very Good**
* **11 patients indicated - Good**
* **2 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*** **Doctor got time for me**
* **Jeanette the nurse was absolutely fantastic, she was very explanatory and within a couple of hours I had a message off the doctor as well.**
* **Staff always friendly and really helpful**
* **The doctor actually looked into my problem**
* **Very helpful**
* **Everybody did a great job**
* **Got the appointment straight away**
* **Just helpful and pleasant very good service**
* **Very good**
* **No problems... Everyone lovely and pleasant**
* **Good**
* **Good**
* **Staff were very helpful**
* **Maxine explained everything to me before she did anything & why we need it doing, so well done to Maxine.**
* **The nurse is always pleasant and answers anything I ask**
* **Very caring receptionists friendly. Nothing is too much trouble for them**
* **Very helpful, caring receptionists**
* **Prompt attendance**
* **Wonderful Doctor (Nurse] explain everything very clearly and shows she cares for my wellbeing. Advices according to my utmost priority and health. Appreciate thanks**
* **Was called in on time , explained everything that was doing and why**
* **Staff very polite and helpful**
* **They go out there way to help you**
* **It was good and friendly**
* **Always happy to help when I phone the surgery**
* **The nurse that seen me was so friendly and clear with everything she was doing she put me at ease and relaxed and didn’t just rush through everything to get me out**
* **Doctor was understanding, sympathetic and professional.**
* **Receptionist very helpful, listened to my problem and got me an appointment for the next day. The Dr also listened and is investigating by doing different test. I'm new to this surgery and very happy with things so far**
* **Always very welcoming**
* **Treat me very well**
* **The receptionist team are very helpful and polite and sorted an appointment for me in no time**
* **Also very knowledgeable and helpful with any questions I had**
* **Very helpful and always nice**
* **Staff amazing**
* **Staff brilliant always there to help**
* **Very good**
* **The paramedic I seen to do blood tests was very nice and friendly**
* **Very professional and very kind.**
* **I am always treated a good manner they always listen to what my conservation and then treat my concerns with understanding and if possible give me slot to see doctor ☺️**
* **The doctor nurses and reception staff polite kind listen advice and refer were needed have one amazing practice their full kind caring staff willing go beyond to help me and I’m truly thank full for their support they given me over years and currently with ongoing issues I got**
* **Jeanette was very professional & understanding and respected my traumas while taking my blood, although it was a failure she was more than happy to book me in another day to try again!**
* **Lovely nurse took my blood. Usually it's difficult to get my blood but she did it first time**
* **It was right on time ,I was in and out so quick**
* **The service was professional and prompt.**
* **Because it was nurse and she got time for you**
* **Reception staff are top tier every time in person or on the phone. Always informative, emphatic and listen first. The nurses are incredible patient and always make me feel seen and heard.**
* **There was a prompt response and attention to my request**
* **Answering as requested**
* **Excellent service thank you**

**Comments from patients who chose Good*** **I come for medical check up, service was good and the staff is friendly.**
* **I got appointment the day I ask for**
* **Kind and polite staff and good service.**
* **Very caring**
* **Was hard to get appointment**
* **Good service**
* **Because they are very helpful**
* **Friendly staff**

**Comments from patients who chose Neither good nor poor*** **Let a doctor decide if I need medicine not a receptionist**
* **Bring back Dr Bal, she knew how to treat her patients.**

**Please tell us about anything that we could have done better*** **Nothing all good**
* **None**
* **Nothing.**
* **Nothing**
* **I just move to this gp so hopefully is easy to get appointment later on.**
* **NHS should work more on prevention rather than cure. And there should be a need for review for Black African in provisioning of care**
* **Good**
* **None**
* **Nothing**
* **Nothing**
* **Let a doctor decide if I need medicine not a receptionist**
* **Nothing**
* **More GPs in the surgery and reduce appointment time**
* **Nothing. Beechdale GP is wonderful**
* **Don't think there was anything**
* **None**
* **Tea machine**
* **It's okay**
* **There’s nothing I can say I am very happy with everything**
* **No sure**
* **None**
* **Can’t improve tbh**
* **Bring back Dr Bal, she knew how to treat her patients.**
* **Nothing**
* **Give doctor appointment for check up**
* **Nothing despite funding you get off gov there putting money useless places you deserve more what you do on tight budget thank you for managing this**
* **Nothing I'm happy with the service I received**
* **None to add**
* **Nil**
* **Clear the old GPs details from the noticeboard.**
* **Everything is going well. Thank you.**
* **Well not sure at the moment being looked after**
* **None**
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