|  |  |
| --- | --- |
| |  | | --- | | **Beechdale Health Centre**  **The NHS Family and Friends test -**  **Reporting Month – JUNE 2023 NHS Midlands want patients to have the best possible experience of care. 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.**  **23 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?”**   * **20 patients indicated – Very Good** * **2 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**   * Staff are professional and helpful. * Nurse was really nice. * The nurse was very professional and treated me with respect at all times. Blood test and other treatments were done efficiently. * Did not have to wait long and very friendly * Very professional and pleasant * Nurses were very attentive * The receptionist is always helpful and polite: she really tries to help. * Because I appreciate the time they spend with us, I would like to say thanks to the team. * I was seen on time .I can't fault anything * Receptionist & nurse were really nice… * Quick appointment, and didn't wait long in surgery waiting room. * Good service * There is always a nice and pleasant atmosphere here, even if it is a telephone contact with the reception. * Excellent service thank you * You can send messages in advance, you can answer anywhere saving the need to wait ages on the phone, * **Comments from patients who chose Good** * The nurses are brilliant 👏 * Was able to book and see doctor in same week * **Comments from patients who chose poor** * I feel the Dr was angry and it effected his care given   **Please tell us about anything that we could have done better**   * nothing * Generally we'll done * Nothing * No * Cleaner waiting room * Nothing * Not a lot more really. * Nothing. * Not really * Maybe Doctor Singh could smile more often 😊 * None * Spoken less rudely, not made it feel as if I was being told off for using another medical service. Bedside manner needs improving * I have not faced an adverse situation yet so cannot comment. | |