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| **Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – July 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.** **46 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?”*** **40 patients indicated – Very Good**
* **6 patients indicated - Good**
* **0 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*** Lovely staff... Easy to self check in.
* Treat us like ppl, not a number.
* The support and care was exceptional and gave easy to understand instructions of how to treat my condition.
* I received a call back , and the doctor made me an appointment for the very next day
* Doctor was very good and had time for me
* All staff very professional and helpful
* I was seen quick and the nurse was very good
* Cannot fault the practice nurse, always goes above and beyond, explains everything to us, side effects, what to do if I have a reaction.
* Looking after me I am very grateful
* Every member of staff is lovely receptionist/nurse/doctors I really appreciate the care they all provide
* The receptionist was very helpful and the doctor was really helpful too
* Very professional from reception to seeing the Health Care professionals.
* Lovely staff, great nurse, doctor amazing
* Excellent doctor took my bloods. He was professional, kind and funny. We need more doctors like him in the NHS 👍🏻
* Very good service
* All staff are polite and caring the reception staff willing to help and go beyond. Doctors are amazing too.
* Nurse nice same staff
* Everyone very pleasant and professional
* Good patient care
* The nurse that I had my appointment with was exceptionally good and very polite, a shining example to her colleagues.
* I was attending to on time and workers are always friendly.
* Staff are brilliant. Can’t say no other
* Did not wait long time to be seen
* Polite good service professional
* First time visiting the surgery since changing over from pinfold, staff were very friendly, doctor listened to my concerns as my son was unwell, the nurse is also very friendly and reassuring
* All went to plan
* Always a pleasure to visit
* Nurse was very pleasant and helpful she explained everything to me
* Very friendly staff
* Always receive an excellent service
* Nurse is very patient she is friendly and explains things thoroughly. She is an excellent nurse and is exceptionally knowledgeable, a credit to the practice.
* **Comments from patients who chose Good**
* No complaints.
* Doctor was helpful n staff was good help
* Paramedic was very good
* got in the same day
* Only had a blood test ,but the lady is always very pleasant
* **Comments from patients who chose Neither good nor poor**
* Appointment was for 10.40 was still waiting at 11.05 I signed in on the screen as we’re supposed to, came up that it had signed me in when I went to reception to ask as everyone was been called in apart from me they advised me it hadn’t signed me in so the reception lady had to do it
* I needed to see a doctor but because I have a mouth problem was informed doctor didn't do mouth or eyes
* Receptionist always friendly; very helpful nothing too much trouble. Locum Doctor first time meeting him was quite rude demanded I bought a BP monitor when I said I can't afford to he told me to borrow from friends and family then. More or less made to feel like having high blood pressure was my fault. Wasn't clear in the advice given to me told me to get regular readings of BP but didn't mention how often etc. Explaining about my symptoms and he started yawning.
* **Please tell us about anything that we could have done better**
* Nothing
* Make sure the machine signs us in so we don’t have wait all that time
* No couldn't have done any better, overall very please
* Make appointments system better
* Not really
* Some help pointing me in the right direction
* Nothing
* Nothing really
* I think everything is as good as it can be, nice Drs, Reception go above and beyond and Nurse just as much. Keep up the great work guys!
* No not really thank you
* Sometimes I miss the TV notification for the name being called out
* I don’t know really because I got an appointment very quickly
* Nothing all was very good
* Excellent 10/10
* There isn’t nothing I can suggest as in my opinion they are spot on with everything
* Remind doctors what they are there for and not to make us feel we are in the way. I have severe anxiety too and makes me avoid visiting the surgery for fear of feeling like I'm too much trouble.
* Nothing
* None wonderful service thank you
* Nil
* Nothing could be done any better
* Nothing
* Have the best GP surgery ever. Keep up good work
* Been more on time as I had to wait 35 mins
* Nothing
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