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| **Dr Kumar Beechdale Health Centre****The NHS Family and Friends test -** **Reporting Month – DEC 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.** **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?”*** **46 patients indicated – Very Good**
* **6 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*** **Staff very friendly and helpful**
* **The Dr was so lovely and listened to what I had to say**
* **Doctor Shirley was very informative and explained everything clearly, whilst demonstrating reassurance and care.**
* **Professionals good and kind hearted does the job with respect and kindness**
* **Quick appointment made for the same day**
* **The Doctor attended to us on time and she is a very good and lovely lady**
* **The staff nurse was very nice to me**
* **Very caring receptionists and Doctor**
* **Good service**
* **Brilliant fantastic staff**
* **Very helpful**
* **The new female locum doctor helped me so much yesterday, it was the most amount of help I’ve ever received since being at this GP. I felt really seen and heard and the level of empathy she showed me, I will appreciate always. Also, the reception staff are always lovely and so welcoming. Very caring staff.**
* **Good doctor and receptionist**
* **I have been on doctor check-up and blood test all the staff were very careful, pleasant and helpful**
* **Service was good and made to feel relaxed lovely nurses and receptionist**
* **Most helpful & caring**
* **Had stitches removed from surgery (approx 40) nurse was very nice, gentle and reassuring 😊**
* **Professionalism, courtesy and politeness.**
* **The GP seen was amazing**
* **Treated well**
* **Sorted me out very quickly**
* **She answer to all my questions and gave me advices. I am thankful**
* **Very efficient staff and Doctors**
* **Nurse is fantastic explaining what happening at all times**
* **Not been in such a long time. Reception good**
* **The receptionist was very helpful and friendly. The Nurse was very professional and kind. The doctor was very empathetic and professional. Overall, the experience was very nice.**
* **Waiting time is very less doctors are very professional and the receptionists are so polite and welcoming make you feel at ease even if you are worried about your health. Which always shows an amazing family practice. Definitely recommend this surgery**
* **It was a friendly visit**
* **Extremely quick appointment with help from reception ladies Thank you. The doctor was thorough and clear with his diagnosis and advice Thank you.**
* **The GP explained very well about the root cause of the issue that is plaguing our daughter. He also told us to contact GP again should the issue get worse.**
* **Excellent patient care and very professional really cares about the person**
* **Lovely reception lady’s the door was broke today they came and hold the door for me to go through with my daughter wheelchair.**
* **She have a listing mind, she is good in the job.**
* **Good service**
* **Friendly and efficient receptionist, excellent doctor.**
* **Good service**
* **Nice staff**

**Comments from patients who chose Good*** The appointment was 30 mins late
* Polite and well mannered
* Really really one of the nicest doctors I’ve seen in a long time
* All went well on my appointment with my doctor

**Comments from patients who chose Neither good nor poor*** Wait in the surgery for appointment Cannot make appointments or send messages on the app it is always turned off so therefore have to resort to phoning the surgery which is not always possible? What is the point of the app?

 **Please tell us about anything that we could have done better*** **Nothing**
* **N/a**
* **For now nothing in my honest opinion.**
* **I’m 100% satisfied with my daughter’s appointment**
* **Maybe inform us of problem**
* **Everything was OK**
* **Cut waiting time**
* **Nothing**
* **Nothing**
* **Nothing**
* **None. Perfect**
* **None at the moment**
* **Everything is good**
* **No**
* **Make appointment more easy to get**
* **My NHS doesn't give me to check my blood tests results**
* **Make all services available on the app ie messaging and appointments.**
* **Nothing excellent service**
* **Get rid of the clutter of information on walls. Some old... need new updated versions and better presented. Too much clutter of info makes hard to concentrate.**
* **Nothing of note.**
* **Already doing good**
* **Satisfied**
* **The appointments were running a little bit late, but I was happy there must have been a good reason for it.**
* **If it isn't broke ? Don't break it !!**
* **The staffs are amazing and empathetic toward the patients.**
* **Nothing it was first class**
* **No**
* **Nothing am for now satisfy**
* **Everything**
* **The waiting**
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