**ST ANTHONY’S HEALTH CENTRE**

**RESULTS OF OUR FRIENDS AND FAMILY TEST – OCTOBER 2024**

**5 patients took part in our Friends and Family Test at the surgery.**

 **0 patients took part online via our website** [**www.stanthonyshealthcentre.nhs.uk**](http://www.stanthonyshealthcentre.nhs.uk)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Good | Good | Neither Good or Poor  | Poor | Very Poor  |
| At the surgery | 4 | 1 | 0 | 0 | 0 |
| Via the website | 0 | 0 | 0 | 0 | 0 |
| Total | 4 | 1 | 0 | 0 | 0 |

***A SELECTION OF COMMENTS RECEIVED***

1. **Receptionists are all so welcoming & friendly. Pleasant attitude when entering & exiting.**
2. **Always able to book a GP/Nurse appointment without to much of a wait, staff always helpful.**
3. **We have never had any major problems, although there is sometimes (very rarely) problems with prescriptions.**

**Lots of lovely comments this month, thank you very much.**

**All replies are anonymous, if you have made a comment and would like to discuss it further, please do ring the surgery on 0191 219 6100.**

**If you have any suggestions as to how we could improve our service to you, please don’t hesitate in contacting us. All feedback is appreciated. ☺**