**ST ANTHONY’S HEALTH CENTRE**

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

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

 **3 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 | 14 | 2 | 2 | 0 | 0 |
| Via the website | 2 | 0 | 1 | 0 | 0 |
| Total | 16 | 2 | 3 | 0 | 0 |

***A SELECTION OF COMMENTS RECEIVED***

1. **The care I receive from the doctors and nurses is generally good. Recently I had a smear test, and the nurse was lovely. Trying to get an appointment is difficult.**
2. **Everyone is always helpful who deals with me and my family.**
3. **All staff are very kind and make you feel at home. Nobody is dealt with differently, plus they are very good at making you feel at home and not just numbers.**
4. **Doctors very helpful.**
5. **Very polite and caring.**

**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. ☺**