**ST ANTHONY’S HEALTH CENTRE**

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

**8 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 | 6 | 0 | 1 | 0 | 1 |
| Via the website | 0 | 0 | 0 | 0 | 0 |
| Total | 6 | 0 | 1 | 0 | 1 |

***A SELECTION OF COMMENTS RECEIVED***

1. **For some receptionists to be a little more helpful and less argumentative.**
2. **I feel the practice has improved their service.**
3. **The reception team are excellent and very supportive. Explaining information very clearly.**
4. **Just a good service never any problems.**
5. **Always helpful and try to resolve any problems I come with.**
6. **Always feel when I contact surgery, they try to fit me in around my work at a convenient time for me. Also, when my child is poorly, and I do the GP online they respond back very quickly.**
7. **Doctors don’t doctor, staff are miserable, nurse are pointless, a very poor performing surgery.**

**Lots of lovely comments this month, thank you very much. We take on board all the comments, positive and negative.**

**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. ☺**