**ST ANTHONY’S HEALTH CENTRE**

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

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

***A SELECTION OF COMMENTS RECEIVED***

1. **I always got updated with appointments and prescription requests.**
2. **Not too difficult to get appointments, staff are friendly and helpful and normally resolve problems.**
3. **I've never had an unpleasant experience while here.**

**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. ☺**