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| **Dr Kumar Brace Street Health Centre****The NHS Family and Friends test -** **Reporting Month – NOV 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?”*** **20 patients indicated – Very Good**
* **3 patients indicated - Good**
* **0 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*** **Good**
* **Staff is very good**
* **A good Doctors practice**
* **Professional and polite**
* **Very punctual and helpful**
* **The receptionist managed to let me see GP earlier than my appointment which really helped at work and as always excellent service from my GP**
* **I find I get an appointment quite quickly. I had to have vaccines for travel and left it very last minute. Despite this the nurse was accommodating and so were the receptionist staff.**
* **The Dr was listening to me and I didn’t felt rushed**
* **Clear response and information was given**
* **Regarding tests, results and advice on achieving healthier eating.**
* **Always good service from Dr Kumar and his team**
* **As always excellent service**
* **Because I am happy with your service at the moment**
* **Excellent customer service**
* **Good staff**
* **Always warm greetings**
* **Very Good**

**Comments from patients who chose Good*** **I have had good experience when seeing my doctor or nurse.**
* **I was pleased with service I received as I reflected afterwards**

**Comments from patients who chose Neither good nor poor****Comments from patients who chose Poor****Comments from patients who chose Very Poor*** **Please tell us about anything that we could have done better**
* Good and take care people
* Nothing great experience
* Nothing very happy
* Sometimes communication between pharmacy and surgery is inconsistent, with both giving different messages.
* None
* It’s a little frustrating to get an appointment but overall the surgery is better than other surgeries.
* You can't Improve perfection
* Get the appointment easily
* Everything good
* Perhaps try understanding what the patient is going through. Dr Kumar had been very supportive to our needs
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