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| |  | | --- | | **Dr R KUMAR & Dr D TAUNK – Brace Street Health Centre**  **The NHS Family and Friends test -**  **Reporting Month – DEC 2023 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. These results were given in writing at the surgery reception**  **10 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?”**   * **6 patients indicated – Very Good** * **3 patients indicated - Good** * **1 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 filled in the questionnaire:-**   * **Can always get an appointment. Doctors are professional & helpful and pleasant. Receptionists are always pleasant and professional. Can’t fault anything** * **Surgery are fast and good.** * **Always there help and all professional. You can get appointments/consultations quickly** * **I am happy with the overall service that the surgery provides** * **When I call I am given an appointment and the doctor listens to me when I go to my appointments** * **Our doctors are very good always happy to help and get us in where they can and help with any problem** * **Because the doctor and receptionist are good and helpful But it’s hard getting an appointment – just need to work on that a bit** * **Receptionists good to book appointment usually same day – Dr lovely and helpful today –explained treatment** | |