**DR R KUMAR & DR D TAUNK – Brace Street Health Centre**

**The NHS Friends and Family Test:-**

**Reporting month – Jan 2024 – The NHS Friends and Family 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 reasons for their response.**

**Patients are informed that their feedback will help us learn more about what they think of their experience. Patients are advised their comments can be given anonymously.**

**9 Friends & Family Tests completed**

“How likely are patients to recommend our GP Practice to friends and family if they needed care or treatment?”

* 7 patients indicated – Very Good
* 2 patients indicated - Good
* 0 patients indicated - neither good or poor
* 0 patients indicated - poor
* 0 patients indicated - very poor
* 0 patients indicated - Don’t know

**Comments from patients who filled in the questionnaire:-**

* “I love the GP because they are friendly , helpful all the time – wonderful Doctor and all the staff working in the GP – Thank you”
* “Very good service”
* “I always get the help I needed”
* “Good service on time apt –staff speak nicely and helpful”
* “I like this surgery because when I phone they gave appointment”
* “Good service – friendly staff”

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