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| **Dr Kumar Brace Street Health Centre****The NHS Family and Friends test -** **Reporting Month – Sept 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.** **26 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?”*** **23 patients indicated – Very Good**
* **2 patients indicated - Good**
* **0 patients indicated – Neither good nor poor**
* **0 patients indicated – Poor**
* **1 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** Because it was
* Very good service and stuff.
* Dr Kumar and his team always go the extra mile to accommodate your needs.
* Dr Kumar always listens what you say then he gives his opinion
* Always prompt and courteous service
* Very helpful and friendly smiling faces. tea, coffee and biscuits ha ha
* Best doctor in Walsall
* Dr Kumar is great, whether it is via phone or F2F. Appointments are always available too.
* Always a good service
* We don’t have to wait. Everything went on time
* Dr Kumar is very good he listens to you before he says anything then explain to you about your condition
* A pleasant and respectful conversation with the doctor who understood my concerns
* Listened patiently and acted quick
* I couldn't wish for a better surgery nothing is never ever to much trouble I always get treated with the best care and respect
* The DR was brilliant very approachable and gave time to listen to patient concerns … he listened and helped well done.
* Because the lady doctor is lovely caring and she treated me with respect absolutely excellent service thank you
* Very polite and professional
* Appointment on time
* Doctor very thorough

**Comments from patients who chose Good*** I was seen by the Dr and I was given prescription for back pain.

**Comments from patients who chose Very Poor*** I sat 20 minutes early before my scheduled appointment. 10 minutes after my appointment time, the lady said to me she has to cancel my appointment without giving me any reason and booked an appointment 2 weeks down the line. After I left the surgery and had calmed down I returned to ask her why exactly my appointment and she gave me the ridiculous answer which was because the doctor could not get into the room. I asked if the other doctor could see me and she said no. When I got home and called to ask if she could get me booked with out of hours GP she said its fine I could come back now and see the doctor. Maybe she is free all the time in her life but patients ARE NOT. I have since rebooked my appointment for a couple of days’ time, confused as to why the lady couldn’t give me an earlier why did she book for 2 weeks’ time?
* **Please tell us about anything that we could have done better**
* *No thank you. All is well.*
* *Ok*
* *Nothing A1 service*
* *It was done better can't do better than that thank you*
* *Impossible to improve on excellent service*
* *All good*
* *Too much waiting time*
* *Don’t know*
* *Good 👍*
* *I can't think of anything that could be done better all I can say is keep up the good work you do a fabulous job*
* *Nothing*
* *Re train your receptionists. Make it clear who we need to speak to at surgery when we need to complain in person.*
* *Nothing*
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