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| **Dr Kumar Brace Street Health Centre****The NHS Family and Friends test -** **Reporting Month – Jan 2025 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?”*** **36 patients indicated – Very Good**
* **1 patients indicated - Good**
* **1 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*** **I get excellent service from all the staff especially from Dr Kumar and Mrs Kumar**
* **Very pleasant doctor, easy to talk to. Decided how to deal with the problem**
* **They gave quick appointment receptionist are very helpful**
* **Great Dr, Great staff what more could anyone want.**
* **We were listened to and was given the medication for the symptom**
* **Dr Taunk was very understanding and helpful she took the time to help me out. Nothing was too much for her**
* **All the advice was given relevant to the concerns**
* **Because the doctors are nice**
* **I am always pleased with the service I receive at Dr Kumar Brace Street Surgery.**
* **From the moment, you call in to make an appointment, to attending and being seen by Dr Kumar. The ability to speak to a person when calling in, and then the time provided by the Dr to listen, diagnose and treat. Sounds simple but the Surgery/Dr do really provide excellent care and service. "**
* **Dr Kasliwal listened to concerns and referred appropriately in a timely way he was friendly**
* **My health concerns were listened to and resulted in the right treatment.**
* **Dr Taunk looked after me really well. Took the time to make sure everything was ok before I left**
* **Surgery proactive in calling me for an appointment. Dr Taunk very pleasant, thorough, answered all questions I had satisfactorily.......**
* **Most resent I had a blood test, the nurse who dealt with it was very polite and having very professional approach.**
* **Look after the patient very quick**
* **The doctor was kind**
* **Dr Kumar was very courteous and straight to the point. I know longer think of him as the grumpy doctor.**
* **Great efficient service all round**
* **They very cooperative and helpful**
* **They was very polite and understanding in fact all the staff are very polite, compared to my old surgery. I managed to get an appointment to see the doctor after two working days, compared to my old surgery would have been four to six weeks to see a doctor, also at the old surgery you see the same doctor.**
* **Our Doctor is responsible for my Brother. Always give appointment as soon as possible due to my brother learning Disability.**
* **I gave this answer because the service was good for me and my family**
* **Excellent as always**
* **Good service**
* **Pleasant atmosphere & Excellent service**
* **Very good service**
* **I have been your client for14 years and your services have been very efficient and very caring .Thank you for providing wonderful service**

**Comments from patients who chose Good*** **Because normally I have to wait a long period even after booking my appointment at an allocated, time to get seen which is difficult as I take time off work for appointments. However, this occasion. I was seen at my allocated appointment time.**

**Comments from patients who chose Neither good nor poor*** **It was good because the doctor did an examination on my painful arm. But the poor thing is he said he will send sms with exercises which I still haven't received. I was referred for physiotherapy but surgery sent sms with wrong time which was not valid so my trip to physiotherapy was totally wasted and now delayed**

**Comments from patients who chose Very Poor*** **Can not get appointment been phoning last 2 weeks but always seems to be very busy always being pushed somewhere else.**
* **Please tell us about anything that we could have done better**
* **Coffee**
* **Nothing, all was fine.**
* **Make sure sms are sent on time with correct details**
* **Every thing is fine**
* **Nothing**
* **Nothing!**
* **Really pleased (see above)**
* **Nothing**
* **As my point of view, they are doing very very good.**
* **Make quick appointment**
* **N/A**
* **Nothing**
* **You do everything better now complains**
* **Nope nothing at all everything was perfect.**
* **It would be nice just to see a doctor**
* **people need to wear mask more often**
* **I’m quite comfortable as the things are 😊**
* **All was well**
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