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| **Dr Kumar Brace Street Health Centre****The NHS Family and Friends test -** **Reporting Month – FEB 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?”*** **38 patients indicated – Very Good**
* **8 patients indicated - Good**
* **1 patients indicated – Neither good nor poor**
* **0 patients indicated – Poor**
* **2 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** **Excellent**
* **I have always had a good service and care from Dr Kumar**
* **They are the best surgery people can go to**
* **Dr Kumar so much nice Dr all staff very nice and much good**
* **This week the GP I saw was very patient listened to everything I was saying offered solutions to my needs**
* **Because I am satisfied**
* **I don't know**
* **I don't have to wait for my appointment a doctor take time to access the symptoms**
* **Dr Mitesh is brilliant super appreciated his help he’s very approachable and listens to symptoms**
* **Polite and very welcoming**
* **The service is always very professional and organised by Dr Kumar and his team.**
* **Doctor and staff was great**
* **Dr Kumar and Dr Taunk is the best Drs and good listening best Drs I like this surgery**
* **Lady who checks my bloods is caring and helpful**
* **Because the service I received was good**
* **Very efficient service and my medical criteria was addressed promptly and looked in to urgently case.**
* **Excellent receptionists very polite appointment waiting time was 5 min the nurse was excellent feel comfortable during my tests**
* **Because you want it feedback**
* **Appointment was on time and staff were efficient.**
* **Everyone is so friendly and welcoming and the Drs always listen to you and treat you with great respect and dignity keep up the good work this surgery is outstanding**
* **Staff made an appointment over the phone with me very easily. The GP was knowledgeable and took time to understand my concerns and provide me with a management plan of my condition.**
* **Very helpful they were there when I needed them very greatful Big Respect to them thank you**
* **Dr Kumar and Dr Taunk is the best Drs Kumar is the best Dr and smiling face good talk and very nice person**
* **Staff at surgery conducted their tasks in timely professional manner with least amount of waiting. A swift way of working.**
* **Because you guys have good timing**
* **Excellent doctor**
* **Yes, doctor was very good and listened to what I had say.**
* **Doctor listened to my problems and took action. I was fairly satisfied.**
* **Dr Taunk always takes time to listen and help**
* **Always very helpful and give excellent advice knows what his talking about**

**Comments from patients who chose Good*** **Good**
* **many thanks for nurse for helping me every time 😘**
* **Got an appointment on same day. Dr saw my son and discussed his progress. Which is nice and less stressful for parents of toddler. Really appreciated.**
* **I was seen to on time and supported appropriately and given right advice**
* **I was seen by my GP and I was referred to a diabetic feet specialist.**
* **The appointment was very quick but reassuring GP enquired about my family**
* **Do help when needed**
* **When appointments are made to see GP, the patient should have the time to attend. Sometimes appointments are just sent through on app, for the same day, and I am at work on that day. We should be requested that we should make an appointment to see GP, not just made for us and on the same day of appointment.**

**Comments from patients who chose Neither good nor poor*** No comments

**Comments from patients who chose Very Poor*** **Took my son for dressing as he got burnt they said you need to bring dressing from home so what’s the purpose of the surgery where you have to take your own dressing**
* **The Lady's from reception not nice with the people always when I call to book one appointment they tell me no appointment and to go to A&E. They also not speak nice they always argue, then I have GP if I cannot see him because the lady's always says that no have appointment.**

**Please tell us about anything that we could have done better*** Nothing
* I had exam in hospital Dr Kumar should call after 1 week but he didn’t
* Ok
* Just the appointment that people should go on the time they tell them too but everything is good
* Dr Kumar he is very nice person and same day appointment
* Not to ask much about why need an appointments by receptionist.
* Nothing at present
* Everything better
* Everything is very good appreciate all your time to look after me and my family
* I can’t think
* There wasn't anything I require I was happy with service
* N/A
* Nothing, you can't fix it if it's not broken
* Nothing
* The after support by the staff in the reception area was truly appreciated. Mrs Kumar had very good patient skills with care and always listens to me with my problem.
* "A new staff for reception because the older Lady's they don't know how to be nice with the people at the phone”
* All staff very nice and same day appointment very nice Mrs Kumar and Parminder lovely ladies
* Nothing more at this visit thanks
* Nothing
* Appointment systems better
* All I can say is that they keep up with the good service and work the staff and management does. well done all.
* If an appointment needs to be made to see doctor, then we should be informed about it, so we can call and arrange the appointment. Not just sent through, for the same day.
* Appreciate you Dr Kumar and his team look after my family and me
* Na
* Mrs Kaur and Parminder best talk and same day appointments nice service staff is so much good
* All good
* Put a form for appointment
* I think biggest issue is getting appointments around the patients. Sometime app does not sync with the surgery. Once you are there becomes a waste of time.
* N/A all OK, so far. Thanks
* It is always excellent service very polite and helpful thank you
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