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| **Dr Kumar Brace Street Health Centre****The NHS Family and Friends test -** **Reporting Month – MAR 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?”*** **20 patients indicated – Very Good**
* **3 patients indicated - Good**
* **0 patients indicated – Neither good nor poor**
* **1 patients indicated – Poor**
* **1 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** As a patient I'm taken care of by the nurse and doctor in the best possible manner
* Always answer the calls and helpful staff
* Receptionist good, phone always answered, able to get appointments to see GP or PN.
* I got easily appointment and staff is very good. The doctor is very intelligent he pick my problem within a second.
* All staffs where fantastic
* Whenever I need an appointment, they always gave me no any issue.
* I always get a very warm welcome, and that makes me feel like I can fully express my true feelings & thoughts so they can give me the best advice & medication. They also have extremely good communication skills, I always leave there feeling confident & satisfied
* I was given an appointment promptly, the receptionist were very friendly and the doctor was very helpful
* Dr Kasliwal was brilliant approachable and attended well to my father in law medical needs. Thanks
* Easy to book an appointment and excellent staff
* As always I trust you all, even when I am struggling mentally you never fail me, I thank you all so much as for Mrs Kumar ❤ she is a god sent angel, God bless you all.
* Dr was very patient and took time to listen to me. Made me feel important.
* I saw the practice nurse, who removed the clips from my recent hip operation. She is always kind, friendly and very efficient.
* Dr Kumar is very kind and amusing.
* The doctor was very thorough, listened and took her time to examine me thoroughly.
* I got appointment on the same day with my own Dr and I was seen in time. I was treated very well
* **Comments from patients who chose Good**
* They send text for reminder which helps a lot
* Quick efficient delivery not sending out the wrong time on the day of the appointment
* was happy with the service

**Comments from patients who chose Poor*** I had an appointment to see the nurse I arrived at 11:20 my appointment wasn’t due till 11:30, at 11:25 I saw the nurse leave the building to have a break, I was sat there waiting, I had to take time off work to make this appointment. The nurse called me in around 11:50 she didn’t apologies for wait, took my blood and said that’s it. No emotions or even a hello or how are you. Poor communication looks very much like she doesn’t like or want to do her job.

**Comments from patients who chose Very Poor** * Got booked a blood test I didn’t even need

**Please tell us about anything that we could have done better*** Nothing
* Nothing. Stay as you are.
* Nothing
* Keep up the job
* Just continue doing the great job that you are doing. Thank you. God Bless
* Repeat prescriptions over the telephone would be really helpful especially as I am not very mobile
* everything is good
* Keep to your appointment and don’t go on a break when your patient is waiting in the waiting room.
* N/a
* I can't think of anything,
* Nothing on this occasion.
* My experience was so good that nothing more I can suggest
* Check patient records first
* none
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