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| **Dr Kumar Brace Street Health Centre****The NHS Family and Friends test -** **Reporting Month – DEC 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.** **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?”*** **33 patients indicated – Very Good**
* **4 patients indicated - Good**
* **0 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*** **Service I received was excellent**
* **Very good**
* **Very good team and my GP very friendly**
* **Because it true**
* **They look after me very nicely and they listen**
* **Very helpful**
* **Excellent**
* **You am treated with perfection and always listened to and made welcome nothing is never to much trouble all staff and doctors are polite friendly and very helpful to I am always happy how I am dealt with keep up the good work**
* **Appointment was given same day I contacted the surgery I was seen by my GP. Consultation. Was. Very. Very. Satisfactory**
* **All ways care about patients**
* **good service**
* **Great surgery, Dr's and efficient staff**
* **I had a concern regarding some growth on my chest. Dr. Kumar examined it and promptly made an appointment with the hospital for further evaluation Thank you.**
* **Service was informative and helpful.**
* **All the staff are very friendly and helpful. Dr Kumar is always very good and answer all the questions during my visits. I can access surgery most of time**
* **Very thorough, prompt and supportive**
* **Good service**
* **I think it's very good because of the doctor and it was a very good service.**
* **They have given time to listen and reassure me about my upcoming operation.**
* **Very helpful and informative**
* **Nurse was helpful very informative.**
* **Always very responsive and accommodating, excellent service**
* **Appointments made quickly and doctor put in place measures to diagnose my symptoms**
* **Dr Kumar was very attentive and gave me the time to answer all my questions**
* **Good service**
* **👍**

**Comments from patients who chose Good*** **Quick and specific. Diagnosed, given medicine, will see how it goes once had medication.**
* **Waiting time was half hour**
* **They give nice and safe treatment that’s why**

**Comments from patients who chose Neither good nor poor****Comments from patients who chose Poor****Comments from patients who chose Very Poor*** **I told the receptionist that I ring before I came , but after hour later I asked if when I could see the nurse, she did not even notify the nurse till I asked her**
* **Dr showed very little empathy even though I was in pain almost felt like she was saying what do want me to do about it, very dismissive had I requested for her to make a referral somewhere**
* **Please tell us about anything that we could have done better**
* No
* Na
* Ok
* Nothing else
* Nothing absolutely 💯
* The receptionist could have notify that I was waiting to see the nurse.
* All okay
* Option to remove my skin tag/ remove my skin tag facility should be given to GPs
* Doctor was really good and listened. Waiting time was a little disappointing.
* Everything's is ok
* Good
* There is nothing they can do better they do their best
* Everything. Is. Perfect
* Nothing
* yes
* Nothing
* Very happy with the service
* I'm fine with service.
* Be more emphatic when patients turn up and not make them feel like they’re a burden on the service. I am as tax payer who hardly ever goes to my GP unless it’s absolutely necessary
* I am very pleased with the service 😀
* All good
* Everything was ok
* There was no issues
* There was no concern
* Nothing at all, except possibly tea and biscuits :)
* I would have preferred a lady doctor as found it a little embarrassing talking about my condition to a male doctor. However, he made me feel at ease to discuss my condition.
* Nil
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* 👍
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