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| **Dr Kumar Brace Street Health Centre****The NHS Family and Friends test -** **Reporting Month - August 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.** **24 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?”*** **24 patients indicated – Very Good**
* **0 patients indicated - Good**
* **0 patients indicated – Neither good nor poor**
* **0 patients indicated – Poor**
* **0 patients indicated – Very poor**
* **0 patients indicated – Don’t Know**

**Comments from patients who chose Very Good*** The GP was excellent in understanding and diagnosing my medical needs. He was empathetic and had good customer care skills.
* Very good service
* It's always been a brilliant doctors
* I've been using the last 30 years same surgery and number 1 Dr Kumar
* VERY GOOD
* B COZ I AM SATISFIED WITH THE SERVICES PROVIDED.
* Because I was treated nicely
* I always manage to get appointments for my mum whenever she needs them and the doctors always listen to my mum and the problems she’s facing. They are very helpful and kind
* Best GP practice in Walsall, all staff A1
* Give me appointments quickly and refer the doctor to find solutions.
* Got the appointment on the same day
* Good caring
* Whenever I have visited the surgery and Whenever I called they are always very helpful and gracious referrals are promptly made with early follow ups they all know my name Whenever they see this is greatly appreciated thank you all
* Can always get an appointment in a timely manner
* Got a prompt appointment, reception staff friendly and welcoming. Went the extra mile to respond to health concern. Doctor and nurse were so good, felt like a thorough assessment was being done, not just writing a prescription and sending me away. Felt heard and understood.
* Quick & best service
* **Please tell us about anything that we could have done better**
* *N/a*
* *Everything is fine*
* *Absolutely nothing, it’s a brilliant run surgery*
* *More appointments 😕*
* *U R DOING VERY WELL*
* *Everything Was ok*
* *Everything is good*
* *All good*
* *Make it easier to access nhs GPS and hospital files I have Alzheimer’s and have to ask someone else to access for me*
* *Honestly there is nothing I can think of.*
* *All well managed, according to me😊*
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