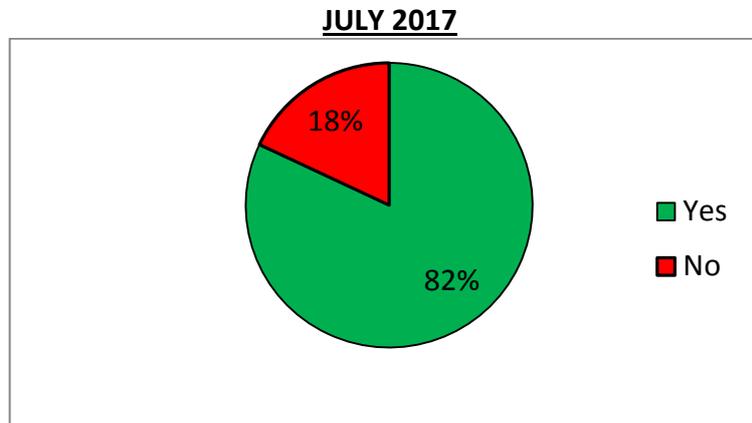


Central Healthcare Centre - The NHS Friends and Family Test

Please find below our results for the month of July 2017.

“How likely are you to recommend our service to friends and family if they needed similar care or treatment?”



(Please note that the above results are based on 22 responses)

Examples of comments received from patients:

Extremely likely

- I have found the medical centre to be very friendly and the service I have received excellent. I find being able to see an Advanced Nurse Practitioner has worked very well for me.

Likely

- Receptionist very helpful and polite.

Unlikely

- Impossible to get an appointment within a reasonable timescale

Extremely unlikely:

- Unable to access an appointment in advance and unable to get through on the phone

Our response to these comments:

We appreciate all feedback we receive from patients and would like to thank you for your comments.

The online booking system is available to all our patients. If you have not already signed up for online access, please speak to a member of our Reception team who will be happy to arrange this for you.

Unfortunately due to IT issues we are currently unable to offer appointments for our Advanced Nurse Practitioners via our online system. We are in talks with our IT provider and hope this will be rectified soon.

Due to the high demand of appointments it is not always possible to see your own Doctor. However, we also have Locum Doctors available in addition to our six Advanced Nurse Practitioners and one Nurse Practitioner who can deal with a wide range of problems as well as issue medication. If you feel your problem can be dealt with over the phone, such as a recurrent condition which has previously been diagnosed by the Doctor, we can take your details and ask the Doctor to ring you back. Please telephone before 11:00 am, you will then be asked to leave your contact details as well as a brief description of the problem. It may be appropriate for you to speak to a Nurse rather than a Doctor and we will discuss these options with you.