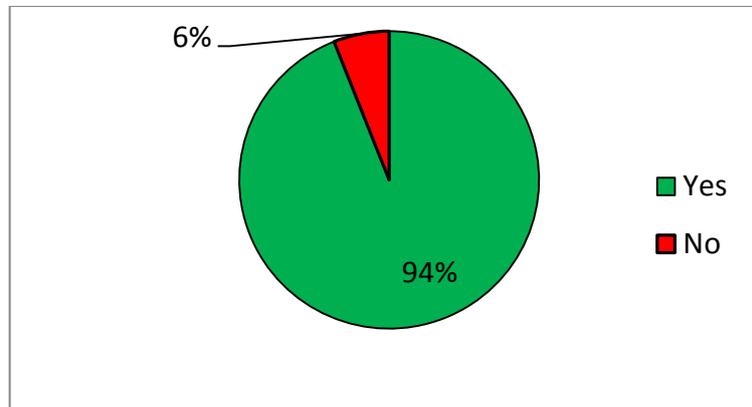


Central Healthcare Centre - The NHS Friends and Family Test

Please find below our results for the month of July 2018.

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

July 2018



(Please note that the above results are based on 36 responses)

Examples of comments received from patients:

Extremely likely

- I have been seeing Richard the Physio, he is brilliant. Thanks to Dr. Beata for mentioning this fantastic service.

Likely

- I have no problems with the surgery and can always get an appointment.

Unlikely

- It's near impossible to get an appointment.

Extremely unlikely:

- I have had trouble arranging an appointment to see a Doctor.

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.

We are now able to offer appointments for all our GPs and Advanced Nurse Practitioners via our online system.

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.

Do you experience back or joint pain? If so, you can book an appointment at the surgery to see our Physiotherapist!