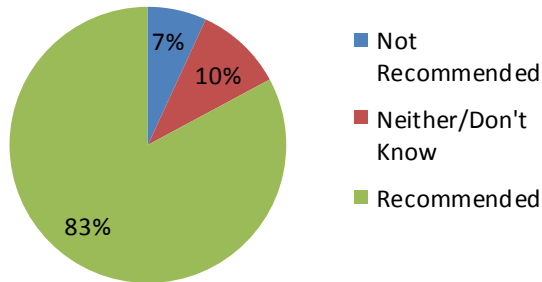




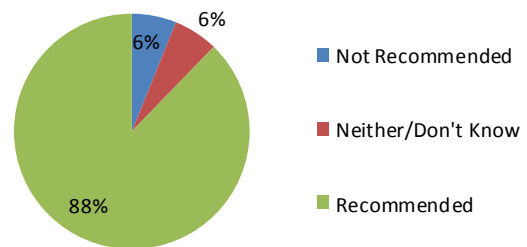
**PORTSDOWN**  
GROUP PRACTICE

# Friends & Family Test

## Cumulative



## November 2017



### Summary of Patient Feedback:

- Friendly staff
- Helpful staff across all sites
- Compliments regarding our 'urgent' triage system
- Prompt service
- Helpful nursing team
- Administration is 'fab' - much improved
- Many patients note they have been with the practice for sometime and have always found the service to be effective.
- Some comments were made about staff being aware of processes—this will be reviewed.

### Of the 117 comments received:

- 95% were positive
- 3% were Negative
- 2% were neutral

### Action Points for the Practice:

- Refurb and 'spruce up' of Heyward Road
- Customer care updates for non clinical staff to be scheduled in protected training time

### Summary of Actions: to date:

- Review of telephone options
- Increased use of e-referrals

### Selection of comments received via the follow-up Question for the FFT text.

- "With practice for over 25 years always had good prompt service"
- "We have received excellent service and staff most helpful and understanding and cheerful thank you"
- "Welcoming pleasant staff very professional service easy to make appointment clear advice given"
- "Everyone I have seen in this surgery has been so kind and helpful from the doctor nurse and receptionist"
- "Always kind and helpful been a patient her for over 20 years if / when I move will try and stay in catchment"
- "Cannot express how happy I am with Dr Ola"
- "I have always been very well treated and well looked after by all the staff"

Thank you to all those who provided feedback - this is much appreciated