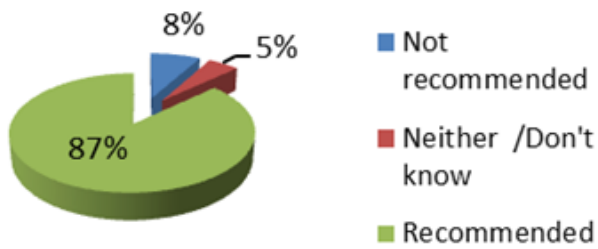




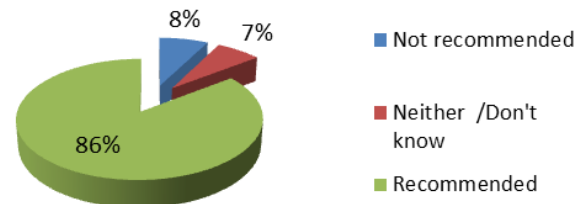
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

March



Cumulative



Summary of Patient Feedback:

- **Helpful and Professional Staff .**
- **Text questions for keeping medical information up to date are liked**
- **Availability of appointments an issue.**
- **Talking in plain and understandable language is appreciated.**
- **Tidy and clean receptions**
- **Overall happy with the service received.**
- **On-line booking simple.**
- **Self check-in is easy.**
- **Staff knowledge excellent.**

Of the 583 comments received:

- 87% were positive
- 8% were negative
- 5% were neutral

Action Points for the Practice:

- Continue to review appointment system
- Do Not Attends need to be managed to assist with appointment availability

Summary of Actions: to date:

- Ongoing refurbishment of Cosham Park House Surgery

Selection of comments received via the follow-up question for the FFT text:

“ I have always had a good experience at the surgery, appointments have been easy to get, staff and doctors are professional too.”

“ Short wait time, friendly and attentive doctor and clear idea of next steps”

“ Came to see the nurse for my smear test, it was overdue and I was a little nervous. I’m not great at coming to the doctors, but she was lovely ,friendly and put me at ease. “

“ Simple booking and log I process, pleasant and friendly nurse who took my examination.”

“ Friendly, efficient and professional staff. Seen on time. Clear information given.”

“ I had a problem with getting my repeat prescriptions, sorted by the receptionist who was very helpful.”