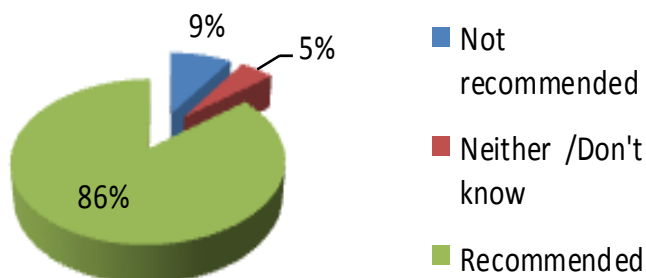
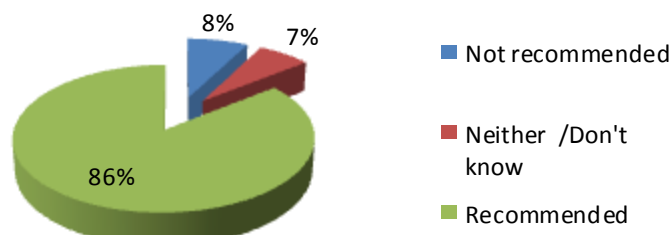


# Friends & Family Test

## June



## Cumulative



### Summary of Patient Feedback:

- All Staff helpful and provide great care
- On-going difficulties with gaining routine appointments
- Happy with on-line services
- Clinical staff informative and professional
- All around great service
- Clean and well organised reception areas

### Of the 424 comments received:

- 86% were positive
- 9% were Negative
- 5% were neutral

### Action Points for the Practice:

- Rectify confusion over site to attend when booking on-line
- Continue to review appointment system

### Summary of Actions: to date:

- Ongoing refurbishment of Heyward Road
- Ongoing refurbishment of Kingston Crescent

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

“ Was seen within 20 minutes of phoning for an appointment and got appointment for bloods the next day very fast service”

“I have never had any problems in seeing someone when I need to. The doctors are great as are the nurse practitioners. I am a fan of the triage system”

“fantastic team of people”

“Staff are always very friendly to me and when having my blood test today the nurse made sure I was ok before hand and that I was comfortable”

“I was very happy with the surgery overall, from meet & greet (from all parties), location and the nice facilities.”

“I logged in using the machine in the doorway. I was called before my appointment time. “