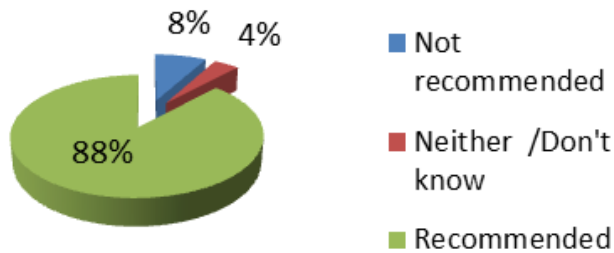




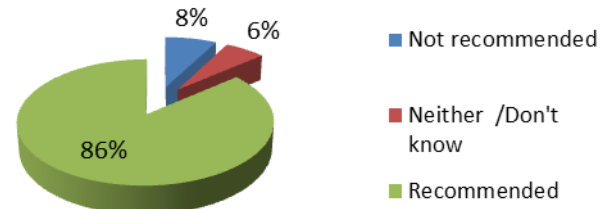
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

June



Cumulative



Summary of Patient Feedback:

- Professional and Friendly Staff .
- Availability and length of routine appointment issues.
- Continuity of doctor an issue.
- Excellent service once appointment gained.
- On-line booking simple.
- Self check-in is easy.
- Staff knowledge excellent.
- Clean waiting areas.
- Caring practice

Of the 271 comments received:

- 88% were positive
- 8% were negative
- 4% 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:

- Carers event
- Dementia drop in morning across sites
- New clinical flooring at Crookhorn
- Upgraded patient seating at Kingston

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

“ A professional approach from all staff. Always helpful. It’s not easy working miracles but you do try.

“ Wasn’t rushed. Seen Promptly. Felt confident about the person who I saw. Was listened to.”

“ Responsive to appointment requests and availability. GP’s that listen and communicate well.”

“ I am never kept waiting, very professional service and staff.”

“ Always a good service and helpful advice. No unnecessary meds prescribed just to get rid of you.”

“ We can always access help whether by seeing a doctor or phone consultation.”

“Got all the answers and tests needed , brilliant service , friendly team”

“Quick and easy to book, virtually no wait and the nurse that saw me was amazing, caring and very professional”