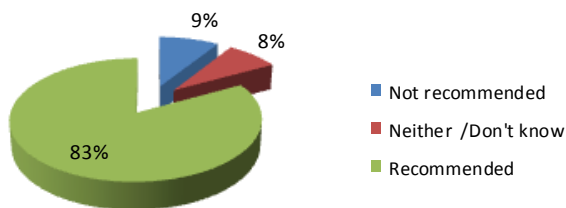
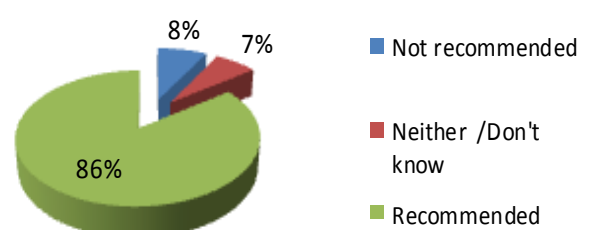


Friends & Family Test

October



Cumulative



Summary of Patient Feedback:

- Both clinical and administrative staff provide a good service.
- Text appointment reminders are helpful
- Availability of routine appointments.
- Patients confident in the treatment provided.
- Staff empathetic and helpful.
- Overall happy with the service received.
- On-line booking simple.
- Repeat prescription process issues.
- Continuity with the same clinician an issue.

Of the 391 comments received:

- 83% were positive
- 8% were negative
- 7% were neutral

Action Points for the Practice:

- Continue to review appointment system
- Increase availability of routine appointments

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.

“ Respectful and helpful staff, treated with professionalism”

“ I arrived early but was seen within 1 minute of arrival and was very impressed with the efficiency of the service I received”

“ The doctor was so understanding and took the time to listen. I didn't have to wait around and the reception staff were lovely. “

“ Staff always ready to help, nothing is too much trouble, I would not go elsewhere”

“ I felt I was carefully listened to and everything taken into consideration. A good plan of action made ”

“ Superb service and always with a smile”