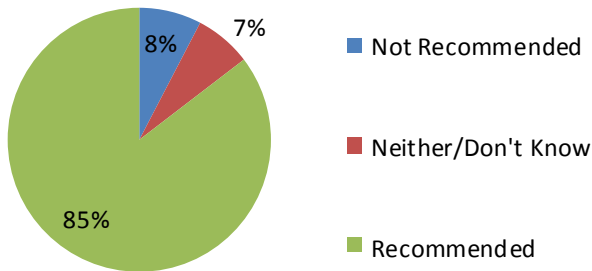
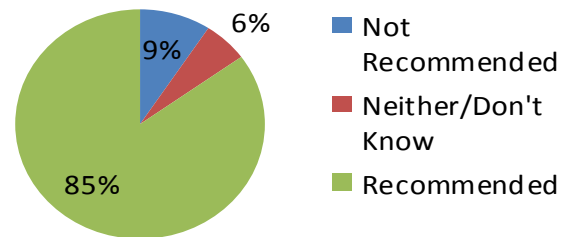


Friends & Family Test

Cumulative



December 2017



Summary of Patient Feedback:

- Good patient care across the sites
- Extremely helpful and compassionate nursing staff
- Doctors polite and professional
- Administration of post dated prescription assistance appreciated
- Few comments on being seen the same day , although not by the same doctor, happy with continuity of care
- Plenty of time to discuss issues
- No soap in the toilet
- Comments received regarding difficulties in gaining appointments

Of the 206 comments received:

- 85% were positive
- 9% were Negative
- 6% were neutral

Action Points for the Practice:

- Checks of stocks in patient areas
- Continue to review appointment system

Summary of Actions: to date:

- Ongoing refurbishment of Heyward Road

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

- "Excellent service. Phoned this morning and got appointment straight away. Always sees the children asap too"
- "Never had any trouble to speak to someone or get an appointment"
- "I saw the nurse today and she was friendly, caring and compassionate. I felt like a person and not just a number."
- "professional, polite and expedient. very helpful."
- "Never had any trouble to speak to someone or get an appointment"
- "Everyone very helpful"

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