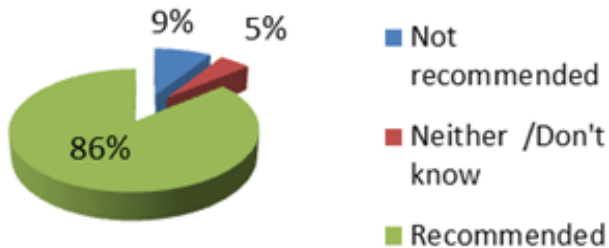




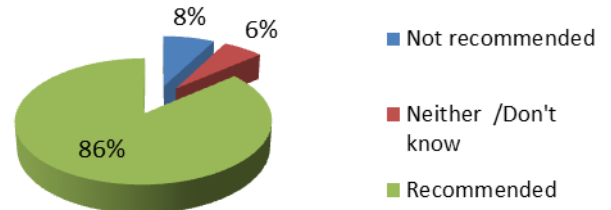
**PORTSDOWN**  
GROUP PRACTICE

# Friends & Family Test

## May



## Cumulative



### Summary of Patient Feedback:

- **Helpful and Professional Staff .**
- **Routine appointment issues.**
- **Continuity of doctor an issue.**
- **Talking in plain and understandable language is appreciated.**
- **Overall happy with the service received.**
- **On-line booking simple.**
- **Self check-in is easy.**
- **Staff knowledge excellent.**

### Of the 338 comments received:

- 86% were positive
- 9% were negative

### 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:

- Redecoration at Kingston Crescent with a plan to roll out with Cosham Park House
- Elephant Pods at 4 / 6 sites to reduce the need of appointments and for information collation
- New Clinical flooring at all sites

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

“ My appointment was dealt with on time. The nurse was efficient, professional and cheery. Couldn't ask for more.”

“ Booked online @ a time convenient to me. Appointments running on time. Felt doctor listened to me & gave helpful advice.”

” I am new to the practice (1 yr) So far the flexibility and response has been nothing short of amazing. I use the online consult to save appointments and time.”

“Lovely friendly staff, efficient service.”

“ Each time we had an appointment at the surgery we've had no problems and the staff are extremely helpful