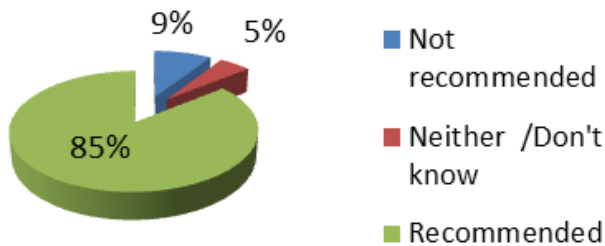




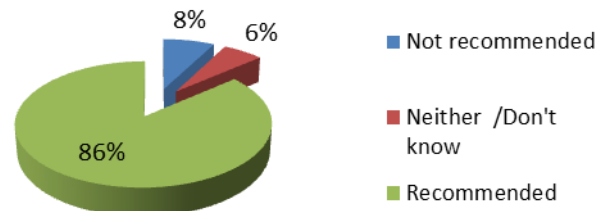
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

April



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.**
- **Tidy and clean receptions.**
- **Overall happy with the service received.**
- **On-line booking simple.**
- **Self check-in is easy.**
- **Staff knowledge excellent.**

Of the 266 comments received:

- 85% were positive
- 9% were negative
- 5% 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:

- Ongoing refurbishment of Cosham Park House Surgery

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

“ Not Kept waiting to be seen. Professional attitude by staff. Referred as appropriate within a reasonable time frame.”

“ Great service lovely and helpful staff they always sort me out”

“ I was able to get an appointment. The receptionist was very helpful in all questions I ask. Dr was very thorough and explained everything. “

“ Booking the appointment was easy, not long to wait, liked reminders on my app. Seen this morning on time. The nurse made me quite at ease.”

“ Self booking in is simple. The environment is clean and open. I did not wait long and my appointment was informative and effective.”