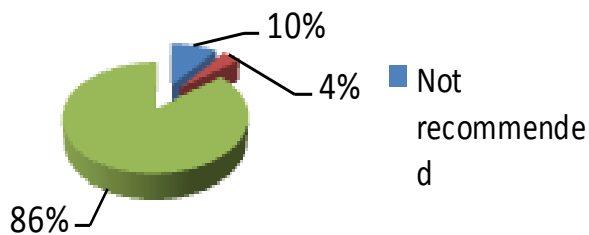
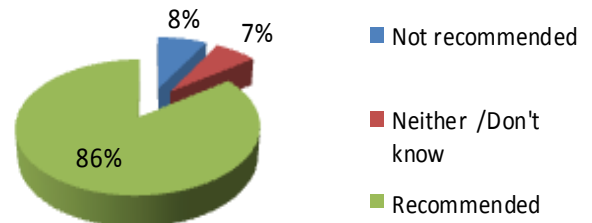


Friends & Family Test

December



Cumulative



Summary of Patient Feedback:

- Both clinical and administrative staff provide are professional.
- Text appointment reminders are helpful
- Availability of routine appointments an issue.
- Patients confident in the treatment provided.
- Staff empathetic and helpful.
- Overall happy with the service received.
- On-line booking simple.
- Self check-in is easy.
- Staff knowledge excellent.

Of the 480 comments received:

- 86% were positive
- 10% 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:

- Ongoing refurbishment of Cosham Park House Surgery

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

- “ Staff friendly and efficient and friendly, reassuring so you are put at ease”
- “ Always friendly and professional, don't keep you waiting longer than necessary”
- “ We were given an exceptional service, talked through all possibilities of travel vaccinations “
- “ Always found doctors and receptionists to be helpful and friendly”
- “ The level of care and respect is exceptional
- “ Doctors and nurses were extremely nice and kind to me, felt at ease during my blood test”