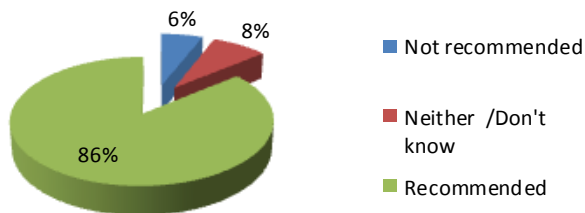
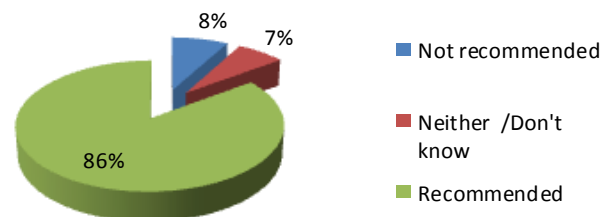


Friends & Family Test

September



Cumulative



Summary of Patient Feedback:

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

Of the 429 comments received:

- 86% 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.

“ Very smooth process from booking, to signing in and most importantly friendly staff, who seem to value you as a patient”

“ The doctor was so helpful and explained very easily and clearly for me to understand about what was wrong and what was going to happen next”

” I find no matter who you see or tl to at the practice they all put themselves out to help as much as they can. With grateful thanks. “

“ Good service, polite staff and sympathetic doctors who work very hard”

” Service and response is brilliant and staff are friendly and helpful”

“ Telephoned in the morning and got an afternoon appointment the same day”