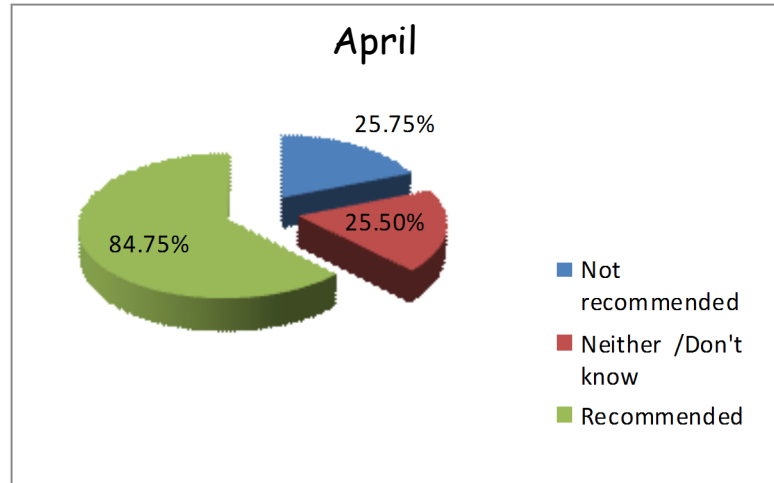
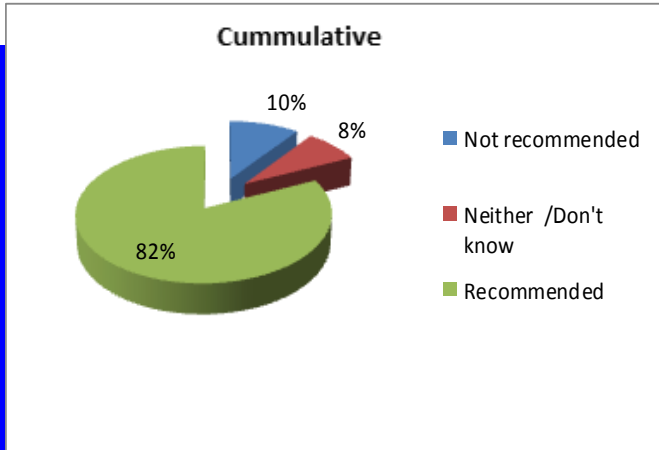


# Friends & Family Test



## Summary of Patient Feedback:

- Staff helpful and supportive
- Overall treatment is professional
- Routine appointments difficult to gain
- Appointments mostly run to time
- Happy with on-line services
- Thorough advise received
- Clean and well organised reception areas

## Of the 757 comments received:

- 82% were positive
- 10% were Negative
- 8% were neutral

## Action Points for the Practice:

- Rectify confusion over site to attend when booking on-line
- 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.

**'A fantastic surgery never a problem getting to talk or see doctor if you need to doctor and nurse's are great and receptionist very helpful you are all 100% '**

**' I think that the system is very good considering the constraints it is forced to work great pressure on the System is very apparent.'**

**'Appointment was on time, nurse explained everything I needed to know & was very pleasant.'**

**' We haven't been with you very long but everyone we have dealt with have been very helpful as if its not to much trouble.'**

**' The service given by practice at all levels has always been in my experience been high and as helpful and caring as it is possible to be given todays pressures.'**