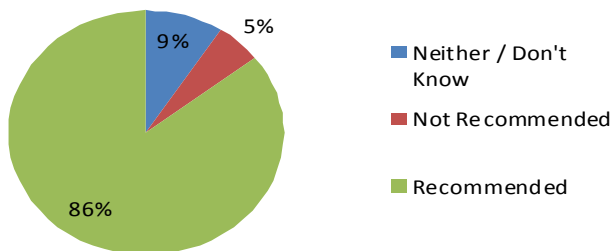
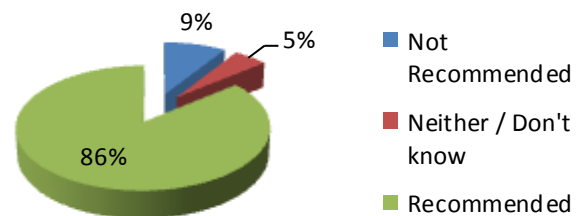


Friends & Family Test

Cumulative



March



Summary of Patient Feedback:

- All Staff efficient and friendly
- Overall treatment is professional
- Routine appointments difficult to gain
- Appointments running to time
- Children friendly
- Happy with on-line services
- Good and thorough advice received
- Waiting rooms good standard

Of the 385 comments received:

- 86% were positive
- 9% were Negative
- 5% 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.

- "Everyone goes out of their way to help you very refreshing"
- "Have 3 dressings a week with practice nurses, very very satisfied with Portsmouth"
- "The friendly and helpful reception. The ability to be seen the same day. The continual updating to improve the service. Thank you."
- "Great service when needed"
- " Rang @ 8.32, GP called back @ 8.38 saw NP @ 9.45 ahead of appointment 9.50 out by 9.50 Fabulous!"

Thank you to all those who provided feedback - this is much appreciated