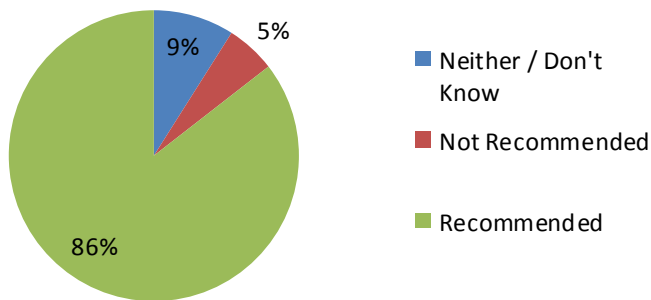
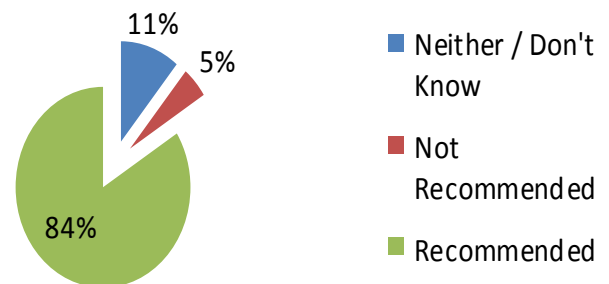


# Friends & Family Test

## Cumulative



## February 2018



### Summary of Patient Feedback:

- Service is friendly, polite, quick and professional
- Currently difficult to get appointments
- Problems are addressed and resolved
- Patients do not feel rushed during consultations
- We listen and provide thorough advice
- Telephone system can have long delays
- Doctors and Nurses put patients at ease
- Service is modern
- Staff are always happy to help where required.

### Of the 653 comments received:

- 84% were positive
- 11% 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.

- "Every aspect of my healthcare is excellent, thank you to all concerned"
- "The nurse was very comforting and I didn't feel embarrassed, also she gave every bit of information I needed"
- "Every time I have been everybody gave 100% to help"
- "Without your help my health would have deteriorated immensely"
- "Very impressed, nothing too much trouble, staff always remain pleasant and friendly"
- "As I am a new patient I have noticed the difference in the efficiency and a modern way you operate I relation to my previous surgery."
- "Always get a fantastic service and support from all staff at the surgery"