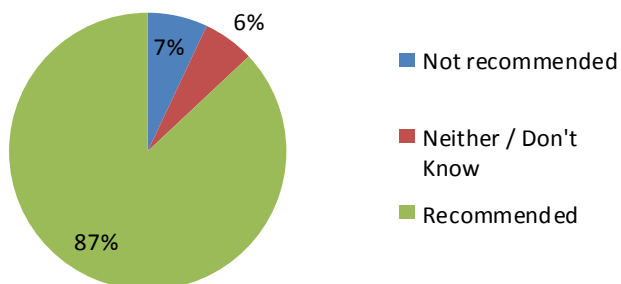
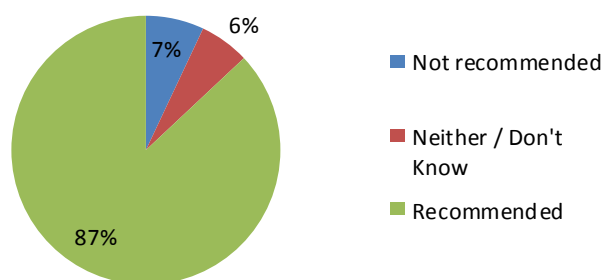


Friends & Family Test

Cumulative



January 2018



Summary of Patient Feedback:

- Good all round service
- Very friendly and helpful
- Professional staff always ready to listen
- Sometimes getting an appointment is difficult
- Quick efficient appointment
- Online services does not make it clear which site to attend for appointment
- Sometimes appointments run late
- Clinical staff are professional and knowledgeable
- Online system is good
- Brilliant for emergency appointments

Of the 870 comments received:

- 87% were positive
- 7% were Negative
- 6% 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.

- "Had excellent service for last 10 years from both of us thank you"
- " Polite and courteous and everyone is treated with respect"
- "I was early for my routine appointment which went totally smoothly and I left the surgery 5 minutes ahead of time, thank you."
- "I think you all do an amazing job under the pressure you all have"
- "Friendly and accessible"
- "Great team work by all "
- Very informative, very helpful and easy to understand."

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