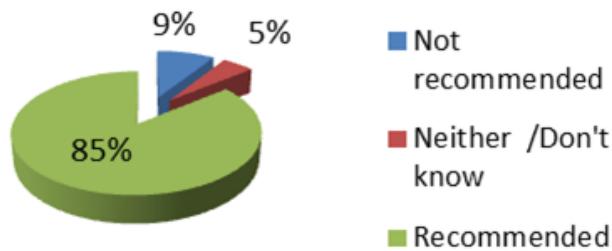




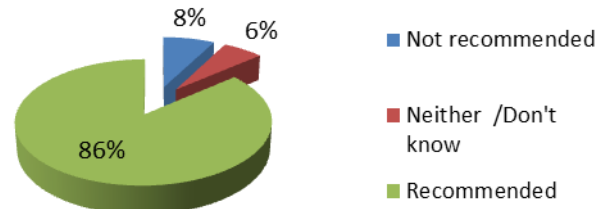
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

August



Cumulative



Summary of Patient Feedback:

- Professional and Friendly Staff .
- Access issues.
- On-line booking simple.
- Self check-in is easy.
- Staff knowledge excellent.
- Clean waiting areas.
- Caring practice.

Of the 271 comments received:

- 85% were positive
- 9% were negative
- 5% were neutral

Action Points for the Practice:

- Continue to review appointment system.
- Do Not Attends need to be managed to assist with appointment availability

Summary of Actions: to date:

- Recruitment of Pharmacists
- On-going refurbishment of Cosham Park House

Selection of comments received via the follow-up question for the FFT text:

“ The staff are caring, helpful and proficient.”

“ Never have to wait long, always understanding and friendly doctors and nurses.”

” Felt easy, no rush, listened to.”

“ My appointment for my health check was quick and efficient.”

“ I was referred very quickly, which turned out to be cancer, I’ve had treatment and am now recovering.”

“ I have received excellent treatment and would recommend this surgery to anyone!.”

“ Is a beacon of the NHS the standard of care and professionalism has not faltered throughout the 20+ years I have been a patient.”