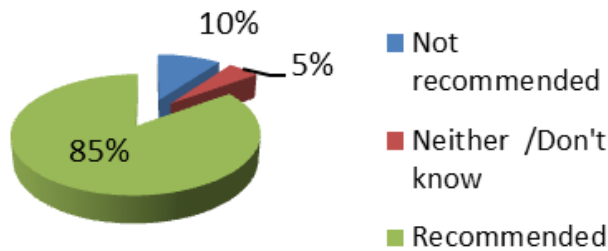




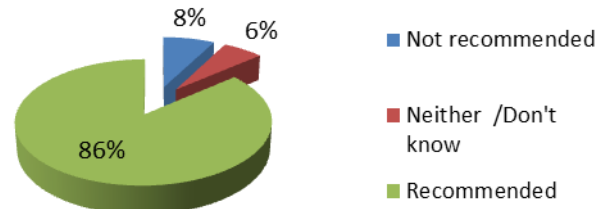
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

September



Cumulative



Summary of Patient Feedback:

- Professional and Friendly Staff .
- Access to routine appointments an issue.
- Telephone system issues.
- On-line booking simple.
- Efficient service.
- Staff knowledge excellent.
- Clean waiting areas.
- Caring practice.

Of the 278 comments received:

- 85% were positive
- 10% were negative
- 5% were neutral

Action Points for the Practice:

- New Model of Care started across sites
- Do Not Attends need to be managed to assist with appointment availability

Summary of Actions: to date:

- 3 New Registrars started training
- On-going refurbishment of Cosham Park House

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

“ No improvement needed all staff polite& I am given an appointment when I phone, straight away or the doctor phoned be back within 10 minutes. Keep up the good work..”

“ The staff were very helpful, made good eye contact. The doctor made me feel welcome and provided a timely and efficient service.“

“ Saw a clinical pharmacist who had time for me and was very thorough and explained everything.”

“ Got an appointment the same day, doctor said I needed a blood test and ECG, booked for the next day, very kind and helpful people thank you.”

“ Doctor gave time, and was very supportive, provided a clear way forward in responding to issues, and treated priorities accordingly.”

“ 100% Professional!”