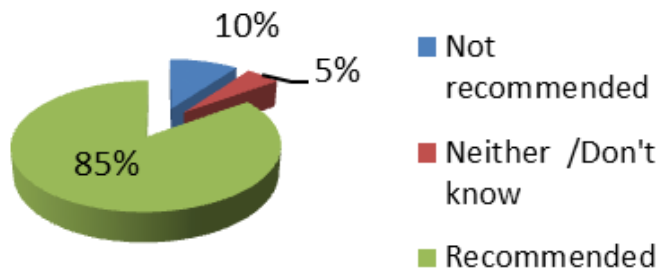




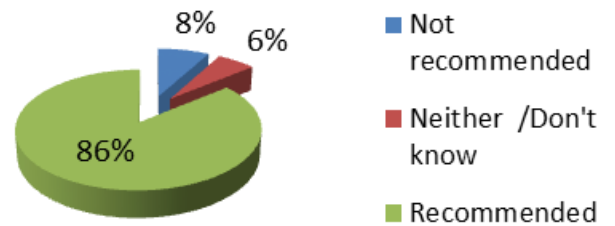
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

November



Cumulative



Summary of Patient Feedback:

- **Helpful, kind, considerate and happy staff .**
- **Routine appointments are becoming more available.**
- **Telephone system issues.**
- **On-line booking simple.**
- **Staff go above and beyond.**
- **Punctual appointments.**
- **Cleanliness excellent.**

Of the 3520 comments received:

- 88% were positive
- 5% were negative
- 10% 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 training Registrars and 1 FT2
- On-going refurbishment of Cosham Park House

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

- “ **Lovely facilities, welcoming receptionist and caring GP who took her time with me”**
- “ **Self check in means no waiting in the queue at reception, doctor was very kind and patient.**”
- “ **Nice pharmacist, thorough and made you feel at ease and explained what was going on.**”
- “ **I find everybody’s extremely helpful; and always try to accommodate.**”
- “ **Review appointment for COPD was pre-booked and flexible seen early—great staff”**
- “**The nurse put me at ease and my stitches were removed without any pain**