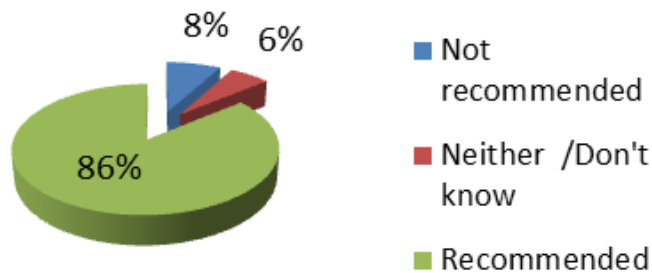




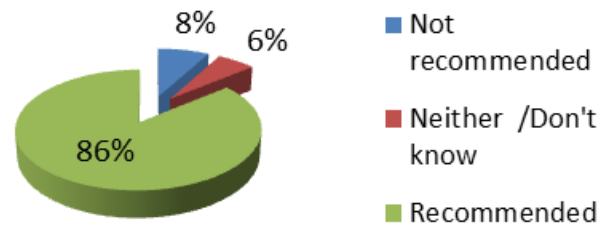
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

December



Cumulative



Summary of Patient Feedback:

- **Good Service.**
- **Telephone system issues.**
- **On-line booking simple.**
- **Check-in easy.**
- **Pharmacist appointments convenient.**
- **Cleanliness excellent.**
- **Staff friendly.**

Of the 469 comments received:

- 86% were positive
- 8% were negative
- 6% were neutral

Action Points for the Practice:

- Continue to review telephone issues
- Review impact on contact centre changes

Summary of Actions: to date:

- Website includes better Bowel and Breast Screening information
- More clinicians trained in joint injections

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

“ Friendly staff that made me feel comfortable, appointment on time and tests done quickly and efficiently”

“ Always smiling, helpful people doing a great job.”

“ It was easy to get an appointment, no problem checking in and the doctor helped me with what I needed.”

“ It was easy and convenient to have a pharmacist call to evaluate drugs rather than having to go into the surgery.”

“ Thorough follow-up by the respiratory nurse on my asthma condition following treatment for a chest infection.”

Thank you to those who have provided feedback this is much appreciated.