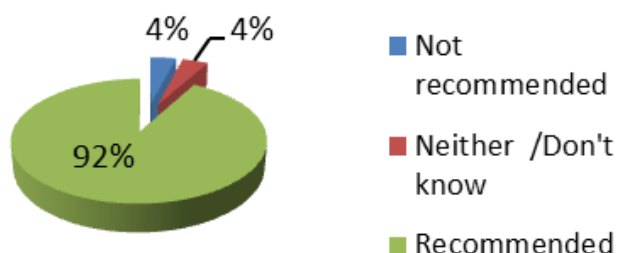
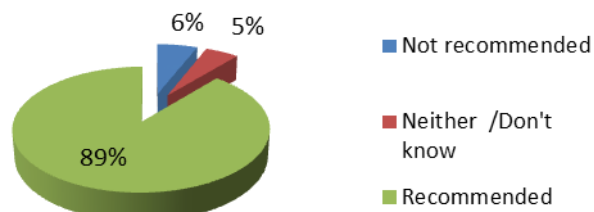


# Friends & Family Test

## September



## Cumulative



### Summary of Patient Feedback:

- **Helpful, friendly, professional staff**
- **Organised, safe flu clinics**
- **Patients feel safe**
- **Appointments running to time**
- **Telephone access issues**
- **Some prescription issues**

### Of the 1289 comments received:

- 92% were positive
- 4% were negative
- 4% were neutral

### Action Points for the Practice:

- Review impact of the Prescription Hub
- Ongoing COVID changes monitored

### Summary of Actions: to date:

- **Daffodil Line Launched**
- **Weekend Flu Clinics**

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

**" Came for a flu jab - everything well organised and it didn't even hurt!"**

**" Everything was very quick and efficient."**

**" The flu clinic was very well organised and super efficient, no waiting time and social distancing well maintained."**

**"The nurse that I saw was absolutely lovely. Very professional very friendly and kind as I was feeling nervous and she put my mind at rest!"**

**"The whole process was easy and the staff helpful"**

**" Just no fuss , in and out."**