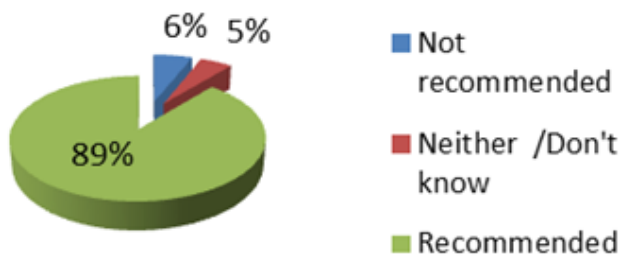




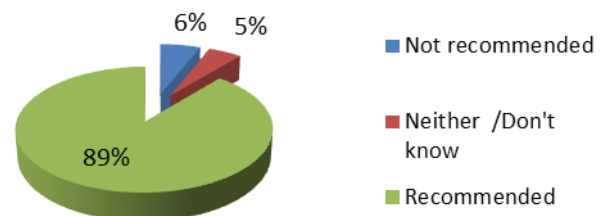
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

November



Cumulative



Summary of Patient Feedback:

- Polite and Professional staff
- Organised and efficient clinics
- Patients feel safe
- Text reminders appreciated
- Telephone navigation issues
- Some prescription issues
- COVID Safe

Of the 609 comments received:

- 89% were positive
- 6% were negative
- 5% were neutral

Action Points for the Practice:

- Prescription Hub changes to be reviewed
- Monitor new Pathology Process

Summary of Actions: to date:

- Flu Clinics for 50-64's
- Kingston Triage Room Completed
- COVID Vaccinations started

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

" Excellent staff, felt very safe at the Surgery."

" During a telephone consultation the nurse was kind and explained everything clearly."

" First visit to the surgery since Hanway closed, it was nice to feel like people cared and were professional."

"Straight forward safe check in and seen promptly"

" Friendly welcome and temperature check"

" I found quite easy to book my appointment online and on the day found the staff to be very helpful, polite, professional and social distancing."