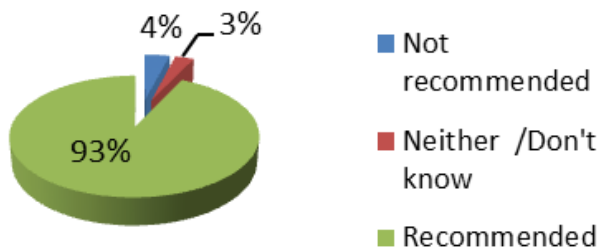




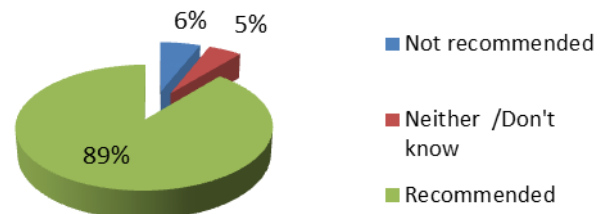
**PORTSDOWN**  
GROUP PRACTICE

# Friends & Family Test

## October



## Cumulative



### Summary of Patient Feedback:

- **Helpful, friendly, professional staff**
- **Organised and efficient**
- **Patients feel safe**
- **Appointments running to time**
- **Telephone navigation issues**
- **Some prescription issues**
- 

### Of the 609 comments received:

- 93% were positive
- 4% were negative
- 3% were neutral

### Action Points for the Practice:

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

### Summary of Actions: to date:

- Kingston Crescent ongoing refurbishment
- Hanway Road Closed

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

**" As a new patient I found the receptionist very helpful and efficient."**

**" No complaints at all, excellent service thank you."**

**" I arrived and went straight in. Had my temperature taken. Saw the nurse, had my flu jab and was out the door . Very quick and very friendly**

**"Super efficient, quickly seen, great service, not busy, no waiting time"**

**"Speedy. Socially distanced. Felt completely safe."**

**"Nice staff, stress free visit and hand gel etc. in place, felt safe"**