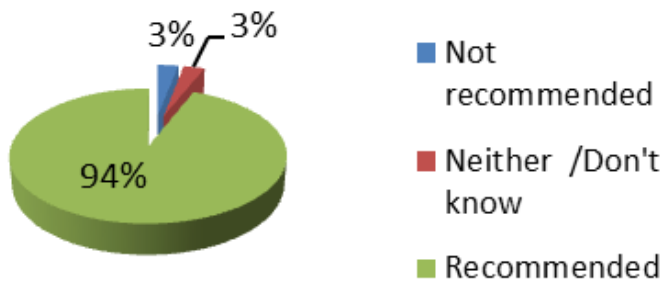
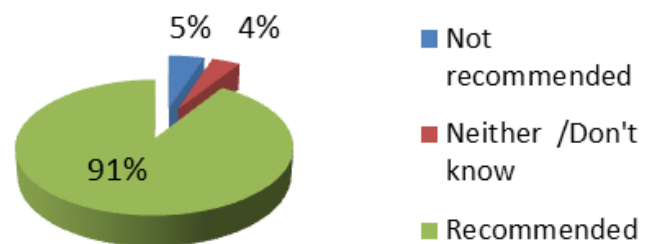


Friends & Family Test

December



Cumulative



Summary of Patient Feedback:

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

Of the 887 comments received:

- 94% were positive
- 3% were negative
- 3% 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
- COVID Vaccinations on-going

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

" The person who dealt with me this morning, was the exceptionally helpful & understanding. Took the time to explain what things meant & further my diagnosis"

" Very professional but friendly nurses. I feel completely reassured that my care and the care of my baby is a priority. Thank you for looking after us so well."

" Appointment was easy to book for bloods and the lady who took my bloods was a good communicator and came across caring."

"Since your group took over Hanway I've been hugely impressed. Texts and online booking service are fantastic. Your staff are warm and friendly too."

" Well organised for flu and other vaccinations."