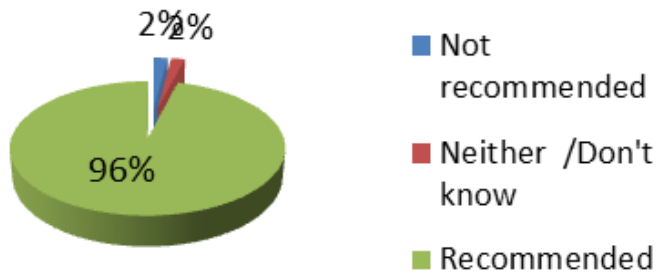
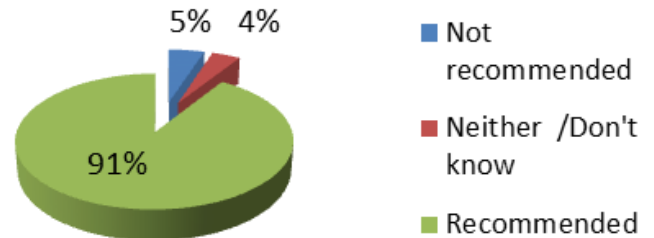


Friends & Family Test

January



Cumulative



Summary of Patient Feedback:

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

Of the 891 comments received:

- 96% were positive
- 2% were negative
- 2% 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:

" High level of empathy shown. Good explanation of what was happening and next steps. Thank you"

" Although it seemed much busier than I had seen it for quite a while, the surgery seemed to be well organized and coping well. Great job!"

" Good organisation. Really well run & friendly staff doing what is going to be a mammoth job."

"Excellent organisation and all staff very friendly but very professional"

" Simple ... covid safe and lovely welcoming nurse and staff"