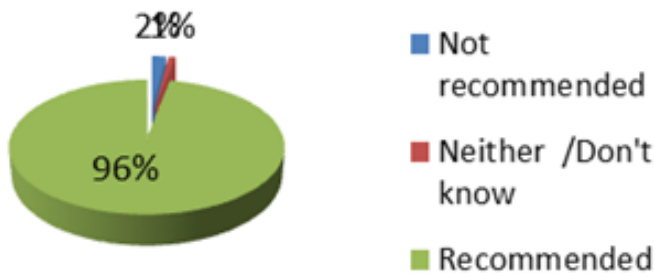
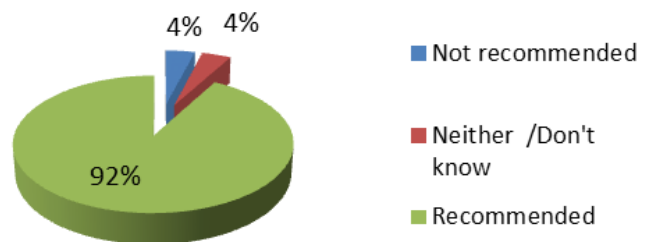


Friends & Family Test

February



Cumulative



Summary of Patient Feedback:

- Polite and Professional staff
- Organised COVID clinics
- Patients feel safe
- Text communications liked
- Some appointment issues
- COVID Safe sites

Of the 1406 comments received:

- 96% were positive
- 2% were negative
- 1% were neutral

Action Points for the Practice:

- Dedicated COVID appointment line
- Monitor new Pathology Process

Summary of Actions: to date:

- COVID Vaccinations on-going
- On-going office reconfiguration at KCS

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

" Wonderful receptionist at Cosham Park House. Call back from doctor was very quick. Saw someone at Kingston Surgery who was VERY helpful with assessment."

" Good organisation. Friendly and helpful staff from start to finish."

" The surgery was easy to find, well sign posted with Covid signs. Very little queuing and altogether very well organised. "

"I'm a stranger to your surgery, but was never left to flounder once.

From the entrance, I was given clear instructions of what to do and where to go."

" Thanks to the nurse who was very nice and professional! Thanks to her, my daughter is no longer afraid of doctors. Thank you!"