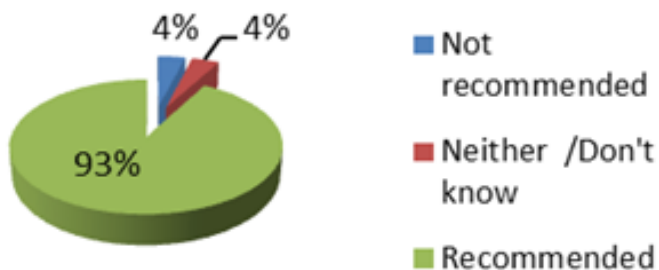
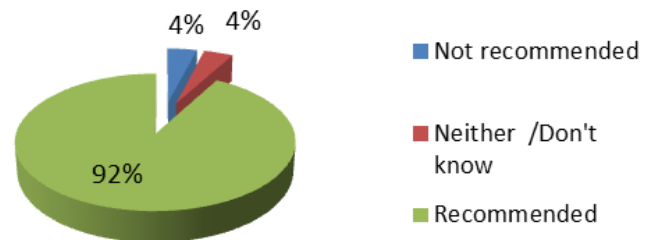


# Friends & Family Test

## March



## Cumulative



### Summary of Patient Feedback:

- Polite and Professional staff
- Organised COVID clinics
- Direct patient bookings good
- Text communications liked
- Some appointment issues
- Some communication issues

### Of the 705 comments received:

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

### Action Points for the Practice:

- Dedicated COVID appointment line
- Monitor new Pathology Process

### Summary of Actions: to date:

- Direct Bookable Cervical Smear appointments for patients

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

" Good honest service excellently given in hard times."

" Friendly staff, super efficient blood test! Great, covid safe, service!"

" Well organised, efficient, friendly. Done a magnificent job during pandemic too keeping normal services going."

"Booking online for B12 was helpful and easy to use with good choice of dates."

" Helpful staff as we hadn't been to this surgery before. Saw nurse before allocated time. Nurse very patient with my elderly mum. Very professional."

Thank you to those who have provided feedback this is much appreciated.