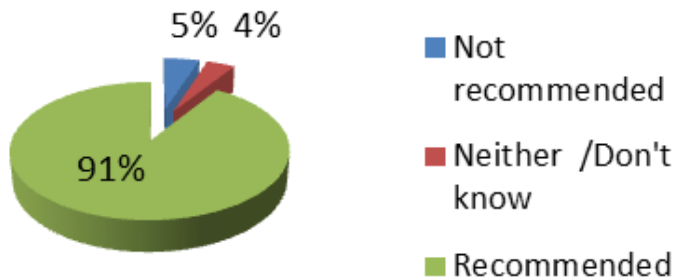
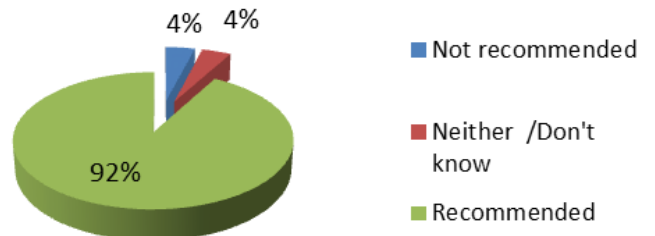


Friends & Family Test

April



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 576 comments received:

- 91% were positive
- 5% 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:

" No improvement needed always very efficient."

" Nurse was lovely quick and efficient very friendly and informative with my blood test and the staff are always helpful."

" I suffer with anxiety & they made my appointment around where I don't have to see anyone apart from the nurse & she was very kind & talked me through it."

"It was my very first visit and they made me feel as if I had been coming to this surgery all my life. Very friendly."

" Pleasant efficient staff in and out approx 10 mins.Social distancing very proficient, in all a safe pleasant appointment."

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