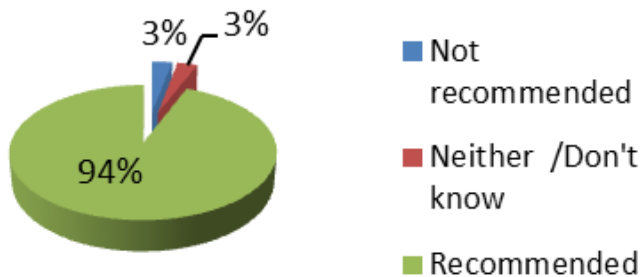
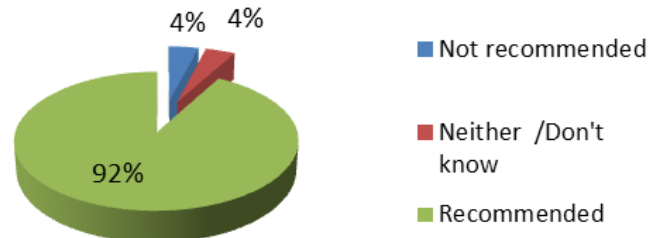


# Friends & Family Test

## Jun



## Cumulative



### Summary of Patient Feedback:

- Polite and Professional staff
- Text communications liked
- Issues with access
- Wait times in reception good
- Patients feel safe

### Of the 587 comments received:

- 93% were positive
- 3% were negative
- 3% were neutral

### Action Points for the Practice:

- Access improvement required

### 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:

" Brilliant first experience of this surgery!! Helpful receptionists. Good safety procedures in place. Was seen very quickly by the most lovely doctor. ."

" Very swift and no hassle. A coordinated team. Well done everyone involved."

" .Fantastic organisation and professional staff. Thank you!"

"As a veteran even having a 20 min chat helps."

"The Nurse was exceptionally compassionate and professional . "

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