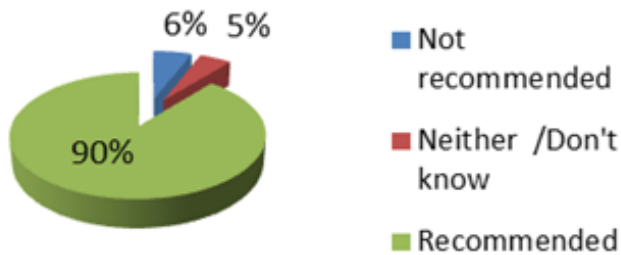




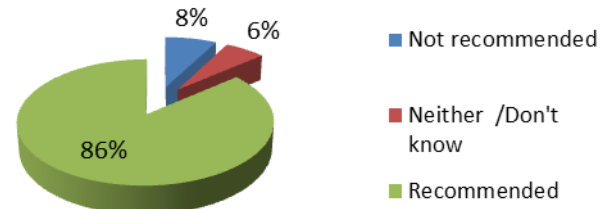
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

July



Cumulative



Summary of Patient Feedback:

- Professional and Friendly Staff .
- Availability appointment issues.
- Continuity of doctor an issue.
- On-line booking simple.
- Self check-in is easy.
- Staff knowledge excellent.
- Clean waiting areas.
- Caring practice.

Of the 264 comments received:

- 90% were positive
- 6% were negative
- 5% were neutral

Action Points for the Practice:

- Continue to review appointment system.
- Do Not Attends need to be managed to assist with appointment availability

Summary of Actions: to date:

- Electronic Prescription roll-out across sites
- On-going refurbishment of Cosham Park House

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

“ Nurses don’t treat you like a number, but a human.”

“ I have always had a good service. From the doctors and nurses. No complaints at all.”

” Because of the excellent way we are always treated.”

“ It was my first smear and I had put it off for a year due to anxiety but the nurses made me feel so at ease and it wasn’t bad at all!”

“ Helpful cheerful and professional staff.”

“ Diagnosed the issue quickly and I’m now on the mend.”

“Constant excellent service been with you for over 50 years.”

“The surgery was very clean and tidy. ”