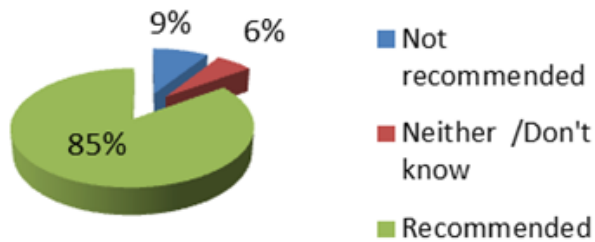




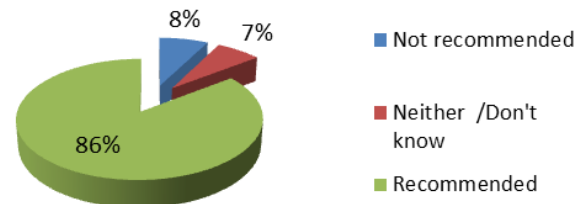
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

February



Cumulative



Summary of Patient Feedback:

- Both clinical and administrative staff helpful and professional.
- Text questions for keeping medical information up to date are liked
- Availability of routine appointments an issue.
- Talking in plain and understandable language is appreciated.
- Clean environment
- Overall happy with the service received.
- On-line booking simple.
- Self check-in is easy.

Of the 583 comments received:

- 85% were positive
- 9% were negative
- 6% 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:

- Ongoing refurbishment of Cosham Park House Surgery

Selection of comments received via the follow-up Question for the FFT text.

“ Was seen quickly and front of house staff were very helpful and smiley.”

“ Excellent service five star!”

“ I am always happy with the service that I get from Portsdown Group Practice. “

“ Every one is very helpful and caring . They provide a personal service.”

“ I have always been given the help and understanding that I need no matter who I see.”

“ Plenty of parking , easy booking in process, appointment on time.”

“ We can always access help whether by seeing a doctor or phone consultation.”