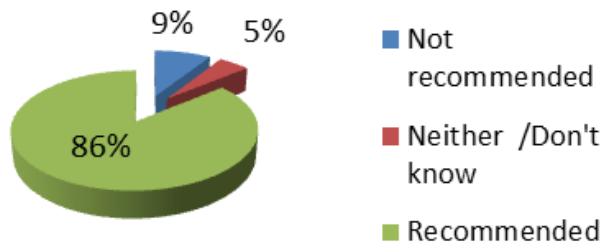
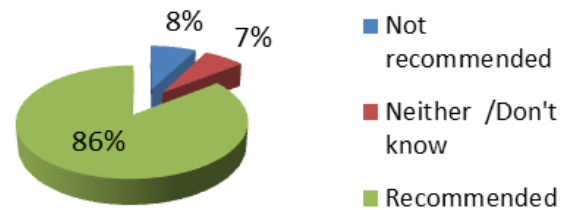


Friends & Family Test

January



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.
- Patients confident in the treatment provided.
- Staff empathetic and helpful.
- Overall happy with the service received.
- On-line booking simple.
- Self check-in is easy.
- Staff knowledge excellent.

Of the 362 comments received:

- 86% were positive
- 9% 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:

- Ongoing refurbishment of Cosham Park House Surgery

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

“ Easy on screen check-in, appointment on time with clear name call, friendly, caring and professional staff”

“ I was dealt with in a kind and friendly manner with good advice and reassuring dialogue”

“ The service received was superb, the practice nurse was lovely. No improvement required “

“ Every time I visit the practice appears to be well organised and staff are polite and as helpful as possible”

“ Helpful friendly staff, prompt appointment. What’s not to like?”

“ Sustained improvement in joined up patient services, an improved delivery of care by team”