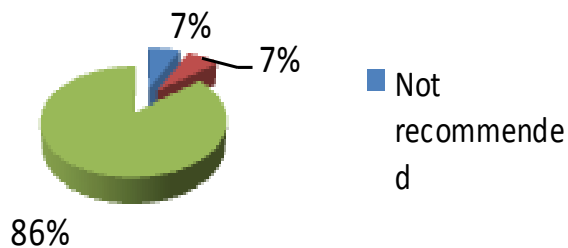
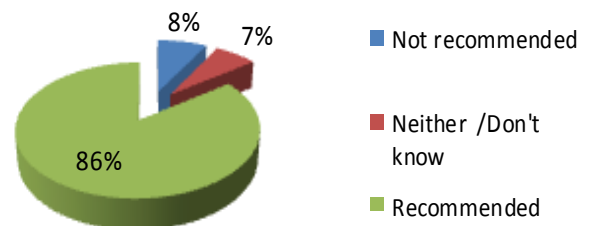


# Friends & Family Test

## November



## Cumulative



### Summary of Patient Feedback:

- Both clinical and administrative staff provide are professional.
- Text appointment reminders are helpful
- 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 691 comments received:

- 86% were positive
- 7% were negative
- 7% were neutral

### Action Points for the Practice:

- Continue to review appointment system
- Increase availability of routine appointments

### 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.

- “ Very efficient and helpful and made me feel at ease”
- “ Pleasant and professional which is what I want”
- “ Felt I was listened to and then given good advice and information “
- “ Easy to book in and doctor knew exactly where to inject my elbow—very happy”
- “ The service I received was very thorough and the nurse was patient and helpful
- “ I am always happy with the service I receive and very grateful”