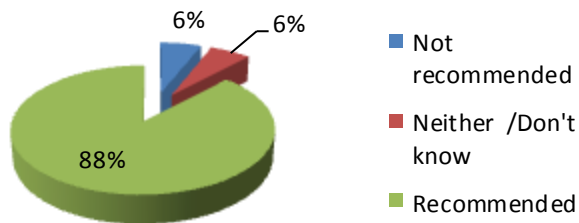
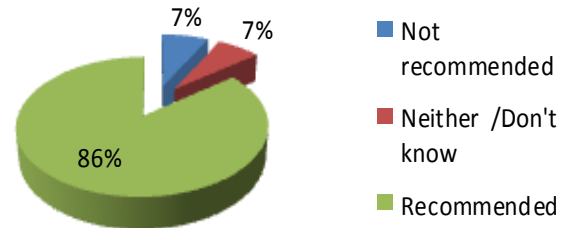


Friends & Family Test

August



Cumulative



Summary of Patient Feedback:

- Both clinical and administrative staff provide a good service.
- Booking-in screen easy to use.
- Availability of routine appointments an issue.
- Patients confident in the treatment provided.
- Staff empathetic.
- Overall happy with the service received
- Clean and tidy reception areas
- On-line booking simple

Of the 429 comments received:

- 88% were positive
- 6% were Negative
- 6% were neutral

Action Points for the Practice:

- Rectify confusion over site to attend when booking on-line
- Continue to review appointment system

Summary of Actions: to date:

- Ongoing refurbishment of Cosham Park House and Kingston Crescent

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

“ Dr I saw was pleasant, knowledgeable and explained a new condition to me well, I had no questions or doubts as to what I should expect next”

“ The staff were extremely professional. I was seen on time and my questions responded to in a empathic way. Many thanks”

“ Lovely clean surgery. Easy appointment registration. Seen only just passed appointment time and friendly nurse.”

“ Excellent services at the reception and my GP was very supportive and answered all my questions and concerns very kindly to get the right treatment for me.”

“ The reception staff and nurse's did there best to help me, when time wasn't really on my side. They went that extra mile”