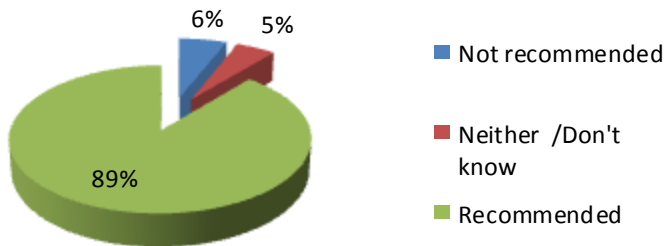
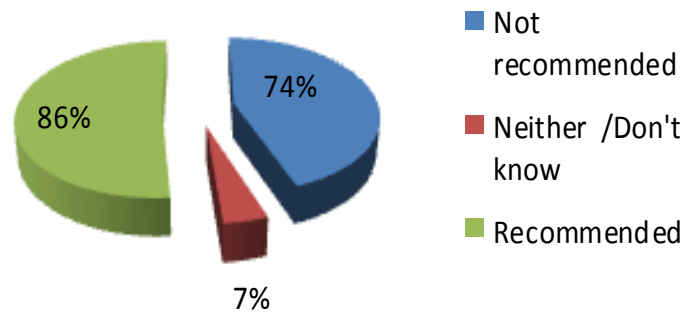


Friends & Family Test

May



Cumulative



Summary of Patient Feedback:

- Staff helpful and provide great care
- Routine appointments are difficult to gain
- Happy with on-line services
- Clinical staff informative and professional
- All around great service
- Clean and well organised reception areas

Of the 572 comments received:

- 89% were positive
- 6% were Negative
- 5% 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 Heyward Road

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

‘Attentive, pragmatic and quick in response. Best surgery I have ever been registered to.’

‘ Because the receptionists are friendly and the nurses and doctors and are and efficient and friendly to overall it’s a very well run and friendly service.’

‘Check-in system easy to use. Appointment time was accurate with only 1 minute sitting in the waiting area ! Nurse was friendly, professional and efficient, excellent!’

‘ I always receive excellent care and service from everyone at the practice, and always with a welcoming smile too! Thank you and thank the NHS’

‘ The nurse I saw was calming and lovely. I was anxious about my appointment but she put me at ease and listened to my concerns . Thank you .’