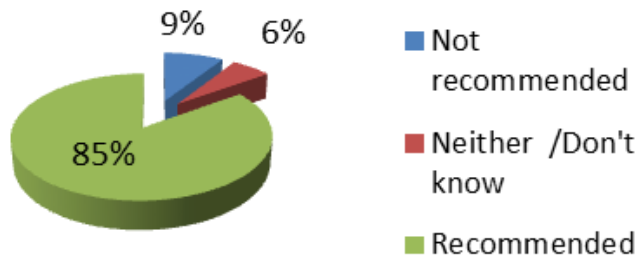




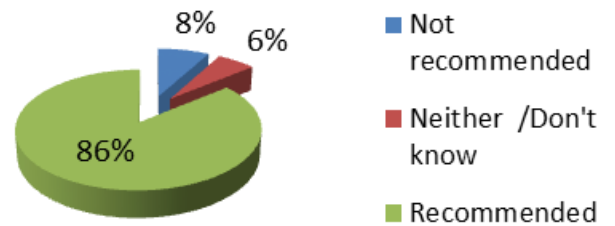
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

January



Cumulative



Summary of Patient Feedback:

- **Efficient and friendly service**
- **Long telephone wait times**
- **On-line booking simple.**
- **Pharmacist appointments convenient.**
- **Cleanliness excellent.**
- **Staff friendly.**
- **More contact centre staff required.**

Of the 646 comments received:

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

Action Points for the Practice:

- Continue to review telephone issues
- Review impact on contact centre changes

Summary of Actions: to date:

- Website includes better Bowel and Breast Screening information
- More clinicians trained in joint injections

Selection of comments received via the follow-up question for the FFT text:

"Surgery is clean light and airy. Staff are friendly helpful and efficient. Altogether an unpleasant necessity of a visit made relatively enjoyable.

" The service is as good as we can expect with the GP problem as it is, keep going you're doing well "

" I was very impressed by the efficiency, professionalism and courtesy of all involved with my treatment."

" The gp's, nurses, and doctors are all lovely. It's an incredibly hard job for them sometimes and they deserve all the praise they can get.

" Nurse who dealt with me was informative, friendly and courteous.

The surgery waiting area is spacious, very clean and lots of information available."