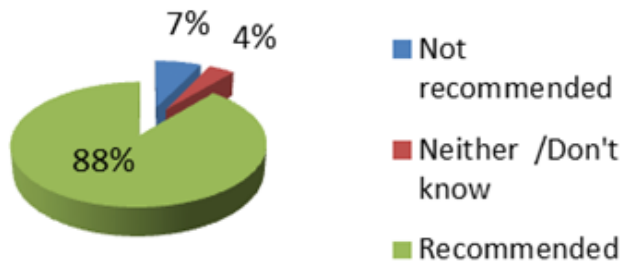




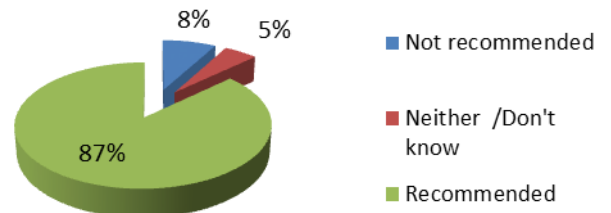
**PORTSDOWN**  
GROUP PRACTICE

# Friends & Family Test

## February



## Cumulative



### Summary of Patient Feedback:

- **Efficient and friendly service**
- **Long wait times for the contact centre.**
- **On-line booking simple.**
- **Pharmacist appointments convenient.**
- **Cleanliness excellent.**
- **Self check-in simple.**

### Of the 581 comments received:

- 88% were positive
- 7% were negative
- 5% were neutral

### Action Points for the Practice:

- Recruitment of contact centre staff
- Review impact on contact centre changes

### Summary of Actions: to date:

- Trial of Business Continuity Plan
- More clinicians trained in joint injections

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

**"Relatively quick appointment, on time and questions answered in depth and delivered in a friendly professional manner."**

**" Always a good experience, in a service under pressure."**

**" Used surgery a number of times since Christmas and always had short waits and good service/care. "**

**" I found all members of your team most courteous and helpful. thank you."**

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

**Thank you to those who have provided feedback this is much appreciated.**