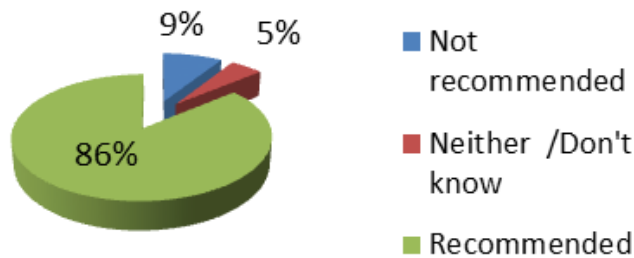




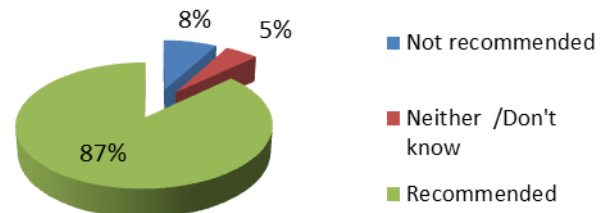
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

March



Cumulative



Summary of Patient Feedback:

- **Efficient and friendly service**
- **Timely appointments**
- **Professional staff**
- **Clean environment**
- **Clear communication by practice on measures COVID-19**
- **Excellent care received**

Of the 382 comments received:

- 86% were positive
- 9% 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:

- COVID-19 changes implemented
- Social Prescribers started

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

"The surgery provided me with vaccinations and medication aimed at preventing illness and possible recurring symptoms."

" The staff are always friendly, helpful and professional."

" I was met with a smile, prompt treatment injection and next appointment given to me in a lovely manner, when I left with a welcome to return. "

" I had mistaken the time on my phone but when I arrived a lovely nurse got me straight in and couldn't have been more helpful."

" Great staff throughout the practice, as usual, met a GP today who listened, was very friendly and understanding "

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