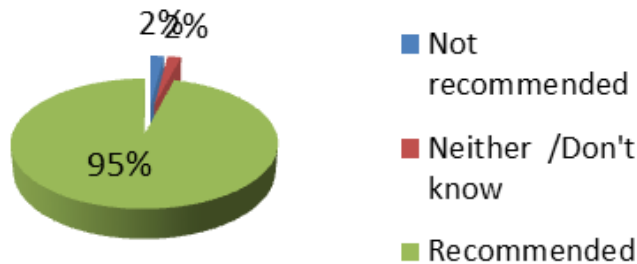
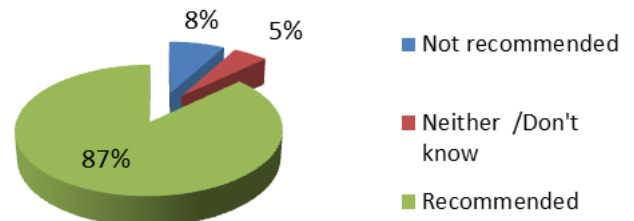


Friends & Family Test

April



Cumulative



Summary of Patient Feedback:

- Efficient and friendly service
- Timely appointments
- Social distancing being followed
- Sanitisers available
- Clear communication by practice on measures COVID-19
- Excellent care received

Of the 161 comments received:

- 95% were positive
- 2% were negative
- 2% were neutral

Action Points for the Practice:

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

Summary of Actions: to date:

- Attained CQC 'Good' for 'safe' domain
- Shielding Lists completed

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

"Very professional and kept to the Government guidelines on distancing and sanitising."

" Very prompt appointment and friendly staff."

" First class service thank you."

" The diabetic nurse was very informative and friendly."

" The appointment was quick, next day, and the nurse was on time and very kind. "

"I was seen relatively quickly. The doctor listened attentively, did a relevant examination and explained test needed."

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