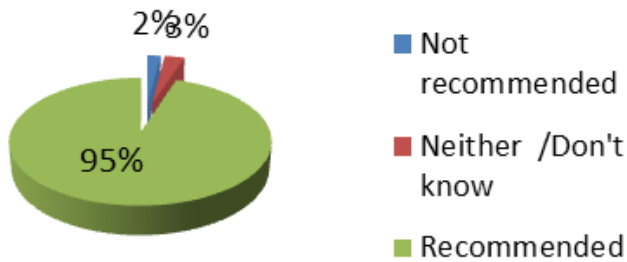




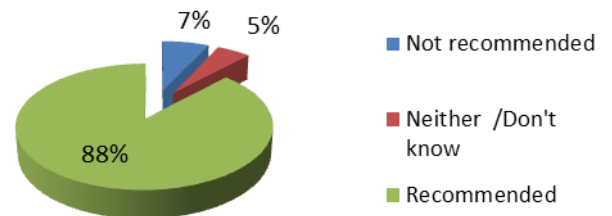
**PORTSDOWN**  
GROUP PRACTICE

# Friends & Family Test

## May



## Cumulative



### Summary of Patient Feedback:

- **Efficient, friendly and polite service**
- **Timely appointments**
- **Patients feel safe at the Surgery**
- **eConsult provides an excellent alternative to telephone appointments**
- **Excellent care received**
- **Organised and clean**

### Of the 229 comments received:

- 95% were positive
- 2% were negative
- 3% were neutral

### Action Points for the Practice:

- Hanway Staff to be trained and integrated
- Review impact of the Prescription Hub

### Summary of Actions: to date:

- Prescription Hub opened
- Virtual Group Consultations

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

”Staff were all wonderful and cheerful especially in the current circumstances.”

” Prompt service and all staff were helpful and polite..”

“ Staff welcoming, covid precautions very well implemented, nurses friendly and caring.”

” Excellent service.”

” Good customer support. ”

“Managed to get a new prescription without attending he Surgery, great service.”

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