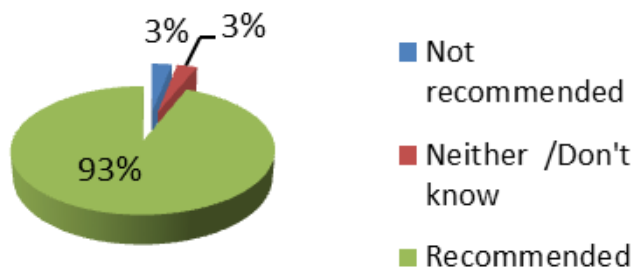
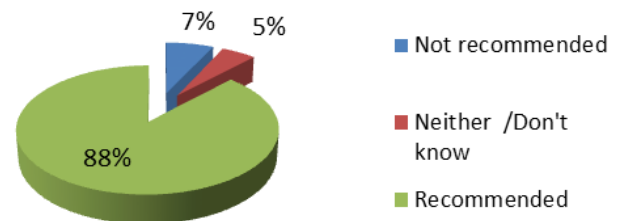


Friends & Family Test

June



Cumulative



Summary of Patient Feedback:

- **Efficient, friendly and polite service**
- **Timely appointments**
- **Patients feel safe at the Surgery**
- **Excellent care received**
- **Organised and clean**
- **Clear direction at the door**
- **Good guidance provided over the telephone**

Of the 488 comments received:

- 93% were positive
- 3% were negative
- 3% were neutral

Action Points for the Practice:

- Review impact of the Prescription Hub
- Active Practice Accreditation

Summary of Actions: to date:

- Prescription Hub opened
- Virtual Group Consultations

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

- " Always excellent and tackling tricky times with practical solutions"
- " Social distancing was a priority, with minimal wait time."
- " Prompt, friendly, helpful service"
- " No room for improvement on this occasion as everything was very professional"
- " Well organised and staff were very polite and efficient"
- " Always helpful, nothing too much bother"

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