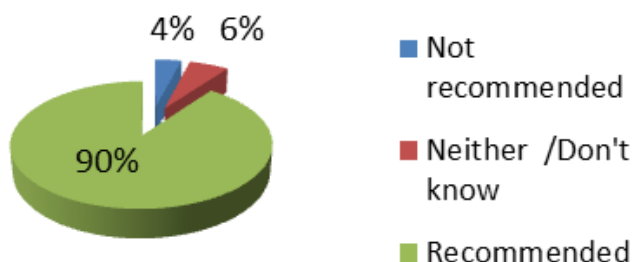
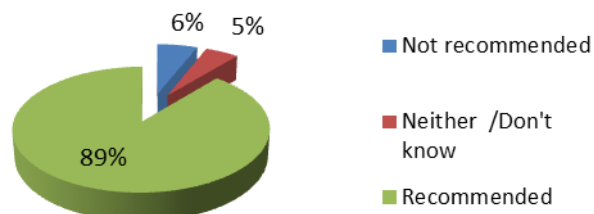


# Friends & Family Test

## August



## Cumulative



### Summary of Patient Feedback:

- **Efficient, friendly and polite service**
- **Very clean and safe**
- **Prescription issues**
- **Excellent care received**
- **Med review communication issues**
- **Difficulties getting through on the telephone**
- **Professional and informative staff**

### Of the 547 comments received:

- 90% were positive
- 4% were negative
- 6% were neutral

### Action Points for the Practice:

- Review impact of the Prescription Hub
- Ongoing COVID changes monitored

### Summary of Actions: to date:

- **Daffodil Line Launched**
- **Weekend Flu Clinics**

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

**" Clear signs, friendly staff, lots of precautions in place and getting an appointment was quick and easy"**

**" A good welcome and good treatment. Helpful and positive."**

**" I liked the whole set up. Talking to the doctor on the phone before booking a convenient time for a health screening. I felt safe coming into the surgery"**

**" The first time in my life I had a successful smear"**

**" Great service"**

**" Went in on time and everything was perfect"**