



## **PATIENT FRIENDS AND FAMILY TEST COMMENTS**

### **February 2024**

**Number of patient responses: 571**

**Percentage of patients rating the service Very Good or Good: 98.6%**

**Number of patient responses rated Very Poor: 4**

As a very large Practice with almost 20,000 patients, we receive large numbers of feedback. All feedback received is discussed at regular Practice Management Meetings and / or Clinical Meetings. Feedback is submitted anonymously (electronically or via cards available in each surgery) and is mostly extremely positive. However, as part of our continuous improvement, we will address and share any specific areas of feedback received that need further consideration.

<b>What patients say</b>	<b>What we say</b>
Blods taken with no issues, but told I cannot book an appointment for follow-up with GP for the foreseeable future	Unfortunately, throughout January and February we have experienced much higher demand than usual, as well as some unexpected staff absences
Had to cancel appointment after 40 minute wait	Apologies that this happened – unfortunately, there are occasions when our clinicians do run behind (this may be due to emergency / serious issue, etc.); our reception team do monitor the waiting room and attempt to keep patients informed and, where possible, move appointments to other clinicians, but this is not always an option

Thank you for your feedback.