



PATIENT FRIENDS AND FAMILY TEST COMMENTS

January 2024

Number of patient responses: 698

Percentage of patients rating the service Very Good or Good: 98.4%

Number of patient responses rated Very Poor: 8

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.

What patients say	What we say
Not able to have cervical screening with the doctor because only nurses do it	Nurses are highly trained in various routine screenings; their appointments are longer than our GP appointments; GPs are then available to deal with medical issues rather than routine screening
I was asked many unnecessary questions about why I needed the appointment	This is common practice in most GP practices and enables our team to direct patients to the most appropriate clinician

Thank you for your feedback.