



PATIENT FRIENDS AND FAMILY TEST COMMENTS

March 2024

Number of patient responses: 544 (12 paper copies)

Percentage of patients rating the service Very Good or Good: 98.5%

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
Delayed appointment and not advised	Apologies – unfortunately, there are occasions where delays are unavoidable, often due to emergencies Our Reception Team will monitor the waiting room and advise patients of delays whenever possible
Felt unheard and ignored – waste of time	We are sorry you felt this way – it is always possible to book a further appointment with a different clinician if necessary
Multiple requests reluctantly covered in nurse appointment	We experience a very high demand for our nurse appointment which means that, as time is limited, it may sometimes be necessary to make a further appointment

Thank you for your feedback.