

PATIENT FRIENDS AND FAMILY TEST COMMENTS

December 2023

Number of patient responses: 618 (608 electronic; 10 hard copies)

Percentage of patients rating the service Very Good or Good: 98.7%

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
No toys or books for my child whilst waiting for my appointment.	We no longer provide toys or books as part of our infection control measures. Parents are welcome to bring in their own toys or books.
Found the receptionist terse, bordering confrontational.	We are very sorry to hear this. Regular training takes place and all feedback is discussed.
Annoying when attending appointment to discuss something of concern and GP comments "do you think now would be a good time to stop smoking".	Part of all clinicians' roles is to remind and advise patients on the best healthcare.
Attended for shingles vaccination but was not eligible.	Please accept our apologies, an IT error was identified and has since been rectified.

Thank you for your feedback.