



PATIENT FRIENDS AND FAMILY TEST COMMENTS

November 2023

Number of patient responses: 724

Percentage of patients rating the service Very Good or Good: 98.2%

Number of patient responses rated Very Poor: 13

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
Seen late after appointment time	Sometimes our GPs have urgent telephone calls and /or emergencies to deal with
Blood tests gone missing	Results are received electronically; we would request that you call the surgery

Thank you for your feedback.