

PATIENT FRIENDS AND FAMILY TEST COMMENTS

October 2023

Number of patient responses: 1621

Percentage of patients rating the service Very Good or Good: 98.8%

Number of patient responses rated Very Poor: 20

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
Covid / flu clinic – husband has mobility issues and was unable to stand in queue and we didn't have a wheelchair, went home prior to vaccination	We will accommodate any patients with mobility issues by making specific arrangements where necessary – please let us know
Submitted a sample and GP did not know about it or why the sample had been submitted	We politely ask that patients do not drop in samples before a GP requests one
Attended appointment to be told nothing can be done for verrucas – waste of time	Really sorry this happened; we are looking at reintroducing cryotherapy to be able to treat these in the surgery
Attended for nurse appointment, arrived 15 minutes early, signed-in – after 10 minutes after my appointment time I spoke to the receptionist who spoke to the nurse who was unable to see me – my arrival had not registered on the computer	The sign-in screen will confirm arrivals if input is completed – I am sorry this did not appear to work for you this time Our nurses always have very full clinics and, though we will endeavour to see patients where possible, it was likely that the nurse had called in the next patient and had no gap to see you – sorry for this experience
I came down for a review, owing to traffic problems I had to make another appointment; the text I got about wasting time was quite upsetting	Last year we had almost 2,000 appointments that patients did not turn up for – late cancellations add to this number

What patients say	What we say
	The wording of the text message is not intended to cause upset, but merely trying to encourage understanding – we have a lot of patients who need appointments

Thank you for your feedback.