

PATIENT FRIENDS AND FAMILY TEST COMMENTS

APRIL 2025

Number of patient responses: 912

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

Number of patient responses rated Very Poor: 11

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 starting	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.
Did not feel listened to/felt rushed	We are sorry that you did not feel the doctor listened or showed no interest in your needs, and that you felt rushed. Sometimes it is not always possible to discuss multiple symptoms one appointment due to time constraints. Patients can book further appointments and request an alternative GP if required.

Thank you for your feedback.

