



PATIENT FRIENDS AND FAMILY TEST COMMENTS

AUGUST 2025

Number of patient responses: 683

Percentage of patients rating the service Very Good or Good: 99.8

Number of patient responses rated Very Poor: 1

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
Did not feel listened to	We are sorry that you did not feel the doctor listened or showed interest in your needs. A patient can request a consultation with an alternative doctor if required.

Thank you for your feedback.