



## **PATIENT FRIENDS AND FAMILY TEST COMMENTS**

### **DECEMBER 2025**

**Number of patient responses: 279**

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

**Number of patient responses rated Very Poor: 5**

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.

<b>What patients say</b>	<b>What we say</b>
Clinic was running late	We are sorry that you were not seen on time for your appointment and no apology was offered. Sometimes clinics/appointments can be delayed due to unforeseen situations. We will ensure that an apology is offered when an appointment is delayed.
Unhappy with Consultation	Apologies that you did not feel listened to in your appointment. Patients can request to be seen by an alternative GP where required. We have GP's with special interest in certain conditions, these GP's can be requested for appointments when needed. Please let the Receptionist know at point of booking.

<b>What patients say</b>	<b>What we say</b>
Blood Test lost at Laboratory	We apologise that your bloods were lost at the Laboratory. We will endeavour to contact Pathology to understand what has happened. In some cases, the bloods need to be repeated.

Thank you for your feedback.