



PATIENT FRIENDS AND FAMILY TEST COMMENTS

FEBRUARY 2025

Number of patient responses: 703 (2 paper copies)

Percentage of patients rating the service Very Good or Good: 99.1

Number of patient responses rated Very Poor: 6

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
Disjointed Systems	We are sorry that you feel our systems are disjointed. We receive communications from many NHS departments, and it is not always possible to be streamlined to one system.
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.
Deducted Patient	We periodically review our records for patients who are not within the practice boundary as we receive a high volume of new patient registrations. Where a patient is residing outside the practice boundary, we are unable to provide care and the patients are contacted and requested to register at a practice near to their home to ensure they receive the care needed.

What patients say	What we say
Duplicating Appointments	We apologise that the nurse was unable to meet your needs for a subsequent test. All colleagues are aware that some tests can be provided without request from GP.
Wait Time for Appointments	Demand for appointments is extremely high and at times there are longer wait times for appointments. We are always looking at ways to improve any wait times for appointments and endeavour to keep this a minimum.
Appointment Not Needed	We are sorry that your appointment was not required, and you took time to visit the Surgery. We always strive to ensure appointments are needed and that patient/clinician/nurse time is not wasted.

Thank you for your feedback.