

PATIENT FRIENDS AND FAMILY TEST COMMENTS

FEBRUARY 2026

Number of patient responses: 606 + 12 Cards = 618

Percentage of patients rating the service Very Good or Good: 98.5

Number of patient responses rated Very Poor: 9

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
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. Our Reception Team will liaise with clinicians when there are delays, in order that we can keep the patient informed.
Appointment not needed	Apologies that the appointment booked was not required. Our Reception Team contact patients at the request of a GP/Nurse to schedule an appointment for follow up/blood tests etc.

What patients say	What we say
Late for appointment	We apologise that the colleague did not appreciate the reason why you were late in attending your appointment. We appreciate that there are instances where patients can be unavoidably delayed.

Thank you for your feedback.