

PATIENT FRIENDS AND FAMILY TEST COMMENTS

JANUARY 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
Text confirmation for telephone appointment	We apologise that you received a text message confirming for your appointment. This was sent in error as your consultation was by telephone. This error was an administrative error and has now been resolved.
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.
Cancelled Appointment	We are sorry your appointment was cancelled at the Surgery, sometimes clinics need to be cancelled due to Clinician/GP/Nurse absence and we endeavour to contact patients as soon as possible.

What patients say	What we say
Appointment not made	We are sorry that when you attended the Surgery there was no appointment, administrative errors happen infrequently and we apologise for this error.

Thank you for your feedback.