

PATIENT FRIENDS AND FAMILY TEST COMMENTS

JANUARY 2026

Number of patient responses: 748

Percentage of patients rating the service Very Good or Good: 98.9%

Number of patient responses rated Very Poor: 8

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. We will ensure that an apology is offered when an appointment is delayed.
Didn't feel listened to	Apologies that you did not feel listened to in your appointment. Patients can request to be seen by an alternative GP/Nurse where required. We have GP's/Nurses with special interest in certain conditions, these clinicians can be requested for appointments when needed. Please let the Receptionist know at point of booking.

What patients say	What we say
Lost Samples	We apologise that you have had to attend the Surgery for repeat blood tests, as the samples were either lost at the laboratory or unusable. We will contact the laboratory to understand if there are any known issues.

Thank you for your feedback.