



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

**JULY 2025**

**Number of patient responses: 642**

**Percentage of patients rating the service Very Good or Good: 97.6**

**Number of patient responses rated Very Poor: 15**

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>
Attended Wrong Surgery	We are sorry that you attended the wrong surgery from your appointment. Patients are encouraged to complete appointment details slip with the appointment information. An SMS confirmation and reminder can also be sent to patients
Incorrectly Coded Record	Apologies that the information was inaccurately coded. We take care to ensure that clinical information is recorded correctly. Where an error is identified we will review and amend any errors identified.

What patients say	What we say
eConsult Closed	Our eConsult service may close early where demand is high and all appointments for the day are taken. Where the service closes early patients are signposted to alternative medical services.
No available Appointments	Appointments are available 4 weeks in advance for Reception to book routine. Demand for these appointments is high and these can appointments are taken quickly.
No reason for appointment	We are sorry that when you attended for your appointment, it was not clear why the appointment was needed. Appointment notes are added for all appointments, for the GP/Clinician to be prepared for the appointment. We will feedback to staff to ensure that the booking notes are accurate.

Thank you for your feedback.