



PATIENT FRIENDS AND FAMILY TEST COMMENTS

JUNE 2025

Number of patient responses: 766

Percentage of patients rating the service Very Good or Good: 97.7

Number of patient responses rated Very Poor: 17

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
Cancelled appointment	We always attempt to contact patients when we must cancel an appointment and prevent self-check-in, which requires the patient to speak to the Receptionist.
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.

What patients say	What we say
Did not feel listened to	We are sorry that you did not feel the doctor listened or showed interest in your needs. A patient can request a consultation with an alternative doctor if required.
eConsult	eConsult is a service to request an urgent appointment from 8am, where a routine or nurse appointment is required, patients can call in person or contact the Surgery by telephone. A callback service is available to save patients waiting on the phone.
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.
Referred to 111	There are instances where we cannot safely triage your symptoms at the Surgery and patients are signposted for safe triage and to ensure that they receive the appropriate care.

Thank you for your feedback.