



PATIENT FRIENDS AND FAMILY TEST COMMENTS

MARCH 2025

Number of patient responses: 693

Percentage of patients rating the service Very Good or Good: 98.4

Number of patient responses rated Very Poor: 11

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.
Appointment did not take place	We are sorry your appointment did not take place as expected. When this a telephone appointment the GP/Clinician will attempt 3 contacts prior to closing the appointment. There are sometimes instances of poor signal/connection in Otley and this can affect connectivity. The GP will always document on records where contact has failed.

What patients say	What we say
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.
eConsult	Thank you for your feedback regarding eConsult. All eConsults are triaged by a GP and ensure that the patient receives an appointment in an appropriate timeframe. Patients can still contact the practice by telephone or in person for guidance and support.
Confidentiality	We are sorry that you feel your privacy was not respected. All staff are trained to deal with patient information confidentially. We are more than happy to discuss with patients where this has not happened.
Patient Service	Patient Service is a priority for the practice, and we apologise that you feel that we did not meet expectations. Our receptionists are trained to respect patients and receive coaching and feedback to ensure this is always delivered.
Reaction to Medication	We are sorry that you had a reaction to medication, we will always strive to liaise with a GP/Pharmacist to help the patient and seek alternatives

Thank you for your feedback.