

PATIENT FRIENDS AND FAMILY TEST COMMENTS

MARCH 2026

Number of patient responses: 692 + 5 cards = 697

Percentage of patients rating the service Very Good or Good: 99.4%

Number of patient responses rated Very Poor: 9

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
Medication Information	Apologies that you feel that your concerns regarding medication were not discussed. The practice offers pharmacy appointments, and we are happy to arrange an appointment for you to discuss any medication queries.
Housebound Patient no appointments	We are sorry that a GP was not available to visit you at home regarding your symptoms. The Surgery has high demand v limited availability for these appointments. To assess the patient and provide medical help the clinician can offer a telephone consultation.

What patients say	What we say
Reception Unhelpful	Apologies that you feel the receptionist was unhelpful. We aim to ensure that patients receive an excellent experience when attending all practices. We will use this feedback as coaching in put next training session.

Thank you for your feedback.