



PATIENT FRIENDS AND FAMILY TEST COMMENTS

MAY 2025

Number of patient responses: 630

Percentage of patients rating the service Very Good or Good: 99%

Number of patient responses rated Very Poor: 4

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
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.
Did not feel listened to/felt rushed	We are sorry that you did not feel the doctor listened or showed interest in your needs. Patients can book further appointments and request an alternative GP if required.
Appointment not needed	We are sorry that your appointment was not required, and you took time to visit the Surgery. We always strive to ensure appointments are needed and that patient/clinician/nurse time is not wasted.

Thank you for your feedback.

