



PATIENT FRIENDS AND FAMILY TEST COMMENTS

NOVEMBER 2025

Number of patient responses: 769

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

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
Unhappy with Consultation	Apologies that you did not feel listened to in your appointment. Patients can request to be seen by an alternative GP where required.
Appointment running late	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.

Thank you for your feedback.

