



## **PATIENT FRIENDS AND FAMILY TEST COMMENTS**

### **OCTOBER 2025**

**Number of patient responses: 847**

**Percentage of patients rating the service Very Good or Good: 98.9%**

**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.

<b>What patients say</b>	<b>What we say</b>
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 cancelled	We are sorry your appointment was cancelled at the Surgery, sometimes clinics need to be cancelled due to Clinician/GP/Nurse absence, and we endeavour to contact patients as soon as possible.

What patients say	What we say
Unable to contact Surgery	We are sorry that you were unable to contact the Surgery by telephone. There are times when the phone lines are extremely busy. We have implemented a callback service, where patients can request a call from the practice and maintain their place in the queue.
Insufficient appointment time	Apologies that you did not have sufficient time to discuss all your concerns with the Doctor. We will endeavour to discuss all points; however this may not be possible and would request that you book a further appointment.
Late for Appointment	Sorry that you were unable to use the self-check in screen to confirm your attendance, and that the reception desk was unmanned. A bell facility has been installed at each reception desk to request help. Our Reception Team may be busy supporting other patients.
Unclear text instructions	Apologies that the text message request you received to book an appointment did not provide full details. We will feed this back to our Nursing/IT teams and look to make improvements

Thank you for your feedback.