



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

**SEPTEMBER 2025**

**Number of patient responses: 649**

**Percentage of patients rating the service Very Good or Good: 98.7**

**Number of patient responses rated Very Poor: 8**

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>                                                                                                                                                                                                                 |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Did not feel listened to  | We are sorry that you did not feel the doctor listened or showed interest in your needs. A patient can request a consultation with an alternative doctor if required.                                                              |
| Appointment not cancelled | Apologies, that your appointment was not cancelled when you had contacted the Surgery to advise you were unable to attend. We have patients who do not attend for their appointments, and these are a waste of valuable resources. |

| What patients say | What we say                                                                                                                                                                                                                         |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Proxy Access      | We are sorry that we were unable to provide information. The practice adheres to GDPR policies and without Proxy Access or Patient Consent we are unable to divulge information. Proxy Access/Consent set up through our Surgeries. |

Thank you for your feedback.