



## PATIENT FRIENDS AND FAMILY TEST COMMENTS

### JUNE 2024

**Number of patient responses: 573**

**Percentage of patients rating the service Very Good or Good: 98.08%**

**Number of patient responses rated Very Poor: 11**

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 and not advised	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
Felt unheard and ignored – waste of time	We are sorry you felt this way – it is always possible to book a further appointment with a different clinician if necessary
Appointment cancelled at short notice	We are sorry we have had to cancel your appointment at short notice, this sometimes cannot be avoided due to sickness, and we will always endeavour to notify the patient timely.
Incorrectly booked appointments	Apologies, your appointment was booked incorrectly, we endeavour to book appointments accurately and will ensure training/coaching is provided where any errors are identified

Thank you for your feedback.

