



PATIENT FRIENDS AND FAMILY TEST COMMENTS

MAY 2024

Number of patient responses: 644

Percentage of patients rating the service Very Good or Good: 99.6%

Number of patient responses rated Very Poor: 3

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
Check-in screen not working – missed appointment as Reception unmanned	Apologies – the check-in screen did not seem to be working, our Reception Team sometimes are dealing with other patients, this can mean at times the receptionist is unavailable for a short time. We will endeavour to ensure Reception is covered.
Lack of same day/emergency appointments	We have high demand for same day/emergency appointments and our Receptionists work extremely hard to ensure patients are seen within appropriate timescales.
Medications prescribed not helped	We are sorry to read this, you can review your treatment with a GP at the Surgery.

Thank you for your feedback.

