



## PATIENT FRIENDS AND FAMILY TEST COMMENTS

### DECEMBER 2024

**Number of patient responses: 426**

**Percentage of patients rating the service Very Good or Good: 98.5**

**Number of patient responses rated Very Poor: 6**

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
No appointment availability	We apologise that there were no appointments available at the time of your request. The practice aims to have Clinician/GP appointment schedules on in advance. There is always a high demand for appointments due to the high number of appointments.
Delayed appointment starting	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
Cancelled Appointment	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.

<b>What patients say</b>	<b>What we say</b>
Appointment not patient centric	We are sorry that you feel your appointment/consultation was impersonal and the Clinician was not listening or friendly. We will look to provide coaching to our colleagues.

Thank you for your feedback.