



PATIENT FRIENDS AND FAMILY TEST COMMENTS

NOVEMBER 2024

Number of patient responses: 409

Percentage of patients rating the service Very Good or Good: 98.6

Number of patient responses rated Very Poor: 5

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
Appointment re-scheduled delayed blood test	Patients are no longer able to book appointments on-line following the introduction of our eConsult service. Reception can book Nurse appointments. All our surgeries have cut off time for blood collection and we are unable to take samples after these times.
eConsult – very lengthy process to book an appointment	Apologies, that you have found our eConsult service difficult to use, eConsult is the quickest & easiest way to request an URGENT appointment. Our Reception Team can book ROUTINE/Nurse appointments. Our receptionists are more than happy to help with any eConsult queries.
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

What patients say	What we say
Incorrect appointment notes/booked appointment	Apologies, your appointment notes were inaccurate/appointment was booked incorrectly. We endeavour to book appointments accurately with accurate notes. Will ensure training/coaching is provided where any errors are identified.
Insufficient time spent on examination	We are sorry that you felt that your examination was short. Patients are welcome to discuss with the Clinician in their appointment if they feel that their consultation/examination was not as expected.
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.

Thank you for your feedback.