



PATIENT FRIENDS AND FAMILY TEST COMMENTS

OCTOBER 2024

Number of patient responses: 508

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

Number of patient responses rated Very Poor: 7

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.
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
Reception was unmanned	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.

What patients say	What we say
Unable to get the injection I needed	We are sorry that you were not given the injection you were requesting as part of your Consultation. The GP will discuss the plan with you following your consultation. You are able to ask questions if you do not agree with the GP plan.

Thank you for your feedback.