



PATIENT FRIENDS AND FAMILY TEST COMMENTS

APRIL 2024

Number of patient responses: 724

Percentage of patients rating the service Very Good or Good: 98.8

Number of patient responses rated Very Poor: 8

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
Incorrectly booked appointment	Apologies – there are occasions where an incorrect appointment template is selected – we will provide coaching & training to colleagues to reduce this happening
No due care & attention – Vaccinations	We are sorry you felt this way – it is always possible to request an alternative nurse/clinician for your appointment
Long wait in queue for Booster Vaccinations	We experience a very high demand for our COVID clinics and our nursing team work diligently to ensure all patients are seen timely.

Thank you for your feedback.

