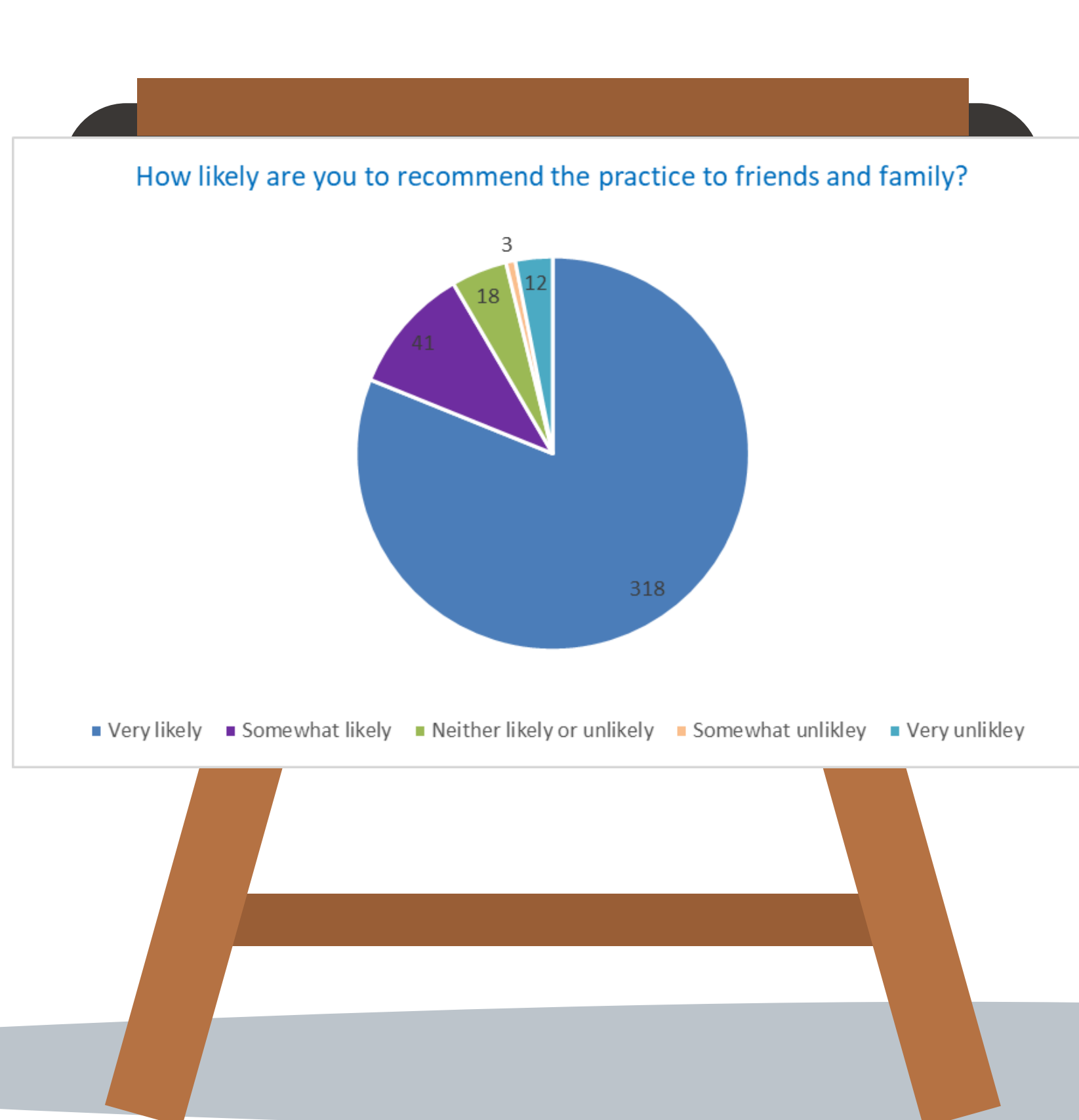


# Friends and Family Questionnaire – March 2025

## We are listening to your feedback



This month we received 396 anonymous responses following appointments at the surgery. 92% of these patients are very likely or likely to recommend the practice to friends and family. Please see results below:



We want your feedback!



**You have been giving us feedback on your care and treatment. Here's what happened:**

### Some of the 357 positive responses:

- “As usual, your medical advisor/contact was very polite, friendly and helpful. I needed to be put on your triage list. Not long after, I received a phone call asking if I could make an appointment that same day and was efficiently dealt with accordingly. And of course, your GP was brilliant. I consider myself to be very lucky to be a patient of your practice! May it continue!”
- “The nurse who I saw was exceptional and very helpful, I was delighted with my appointment.”
- “I feel cared for, everyone is kind and helpful and I am able to speak with someone when I need to.”
- “The professionalism of the nurses and their dedication to the patient is excellent. They are calm and sympathetic and always happy to give their best.”
- “Overall, I had a good experience. It was simple and straightforward to get an appointment. The staff were experienced and the receptionist was very understanding and helpful.”
- “Extremely good service, compliments to your receptionist and GP who explained and followed up. Thank you.”
- “Dr Abid has a kind, gentle, supportive approach, explains my health pathway so that I am informed. She completely involves me in decisions, listens and explains in a way I understand. I have complete respect and trust in Dr Abid.”
- “I felt very comfortable with everything, it was my first appointment. Dr Wallace was wonderful and very understanding. Thank you, everyone.”

THANK YOU  
😊

# Suggestions for improvement:

- “ Improve access to GP! Reception appear to judge seriousness of issue”

## **We’re listening and this is what we’re doing:**

Our patient services team are trained to signpost patients to the most appropriate clinician or professional. We endeavour to offer appointments within a reasonable time for routine matters. If you require sooner advice then we can add you to the duty doctors list where your symptoms will be triaged appropriately by the duty doctor. Another option for routine matters is to complete an Accurx triage form (e-consultation) via our website.

- " The clocking in machine didnt work for me and a few others.”

## **We're listening and this is what we're doing:"**

We apologise if our check-in screen did not work, sometimes we may encounter technical difficulties with our machine. Please do notify us so we can resolve this issue. Sometimes the check-in screen may not check you in if you are a few minutes late.

- "Never received phone call from doctor.”

## **We're listening and this is what we're doing:"**

We are sorry to hear that you did not receive a telephone call from the doctor. Please do let us know if this happens so we can investigate and resolve the issue.

- "Overall experience was good but was kept waiting 25 minutes for my appointment.”

## **We're listening and this is what we're doing:"**

Throughout the day, our clinicians may encounter emergencies, which could result in delays for pre-booked appointments. We apologise for any inconvenience this may cause.

