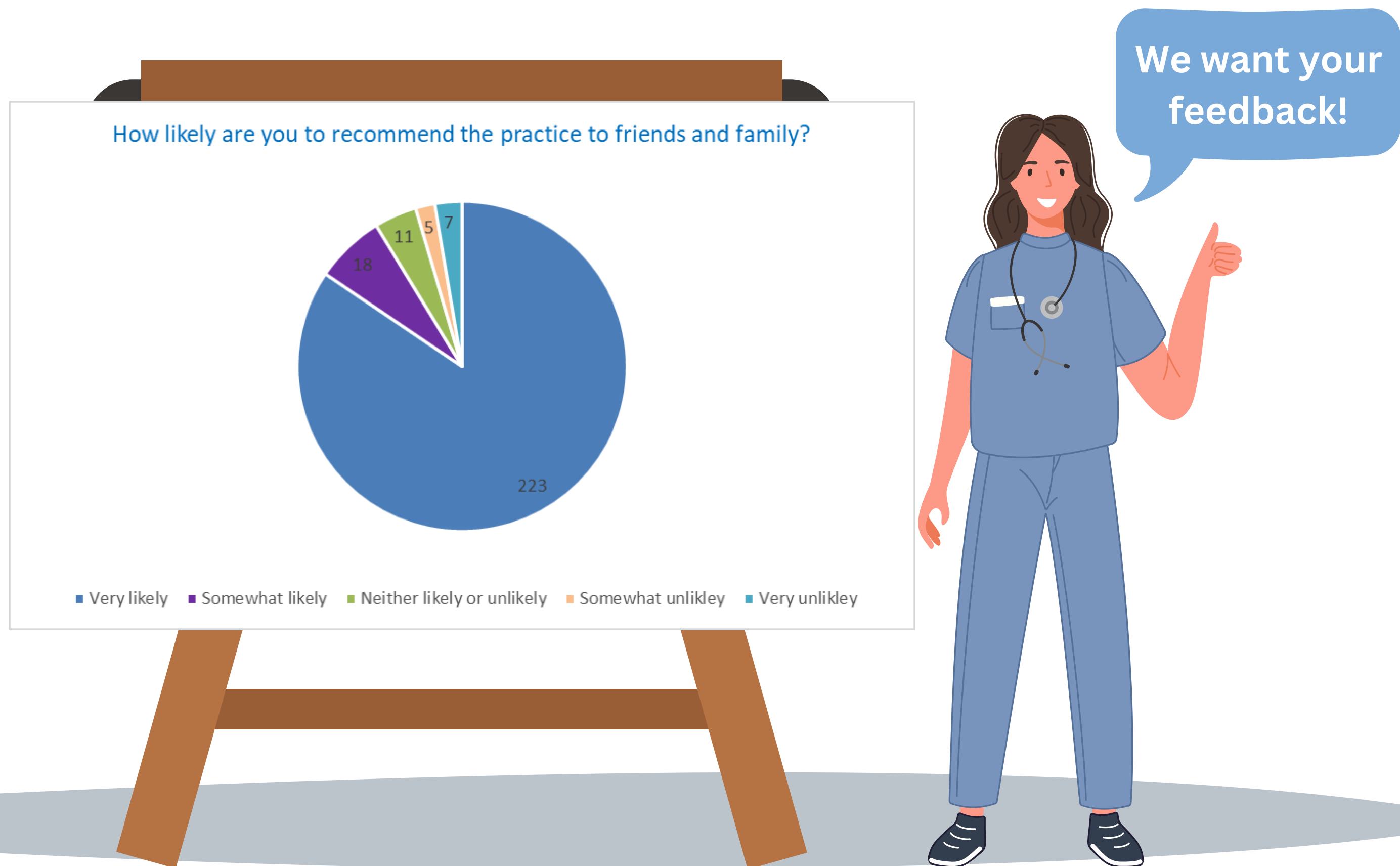


Friends and Family Questionnaire - May 2025

We are listening to your feedback



This month we received 343 anonymous responses following appointments at the surgery. 93% of these patients are very likely or likely to recommend the practice to friends and family. Please see results below:



You have been giving us feedback on your care and treatment. Here's what happened: Some of the 319 positive responses:

- "I was seen on time, greeted with a friendly face and smile. I was put at ease."
- "All of my questions were answered with care, patience and kindness."
- "Knowledgeable doctors and nurses, responsive, well organised."
- "I met Dr Kumar today who was extremely helpful and thorough in his assessment."
- "I thoroughly recommend Gosford Hill. I am very sad to have to leave because I have moved. All four doctors I saw were excellent, kind, respectful and professional. This also includes the receptionists, physios, phlebotomists and nurses."
- "Appointments are always on time and the surgery is easy to contact and responsive."
- "Receptionists are always very helpful and empathetic."
- "Feba the pharmacist was very kind and helpful. She provided guidance on next steps for my healthcare. I would definitely recommend her."
- "Reception was helpful and I managed to get an appointment the next day. Dr Rai put my mind at rest, which was much appreciated as recent cancer treatment had made me anxious. I very much appreciated being seen so quickly."
- "My wife, an elderly patient, was very reluctant to have venipuncture, she became very agitated. This was managed in the most professional and sympathetic way."
- "Everything good. Prompt appointment, painless taking of blood, cheerful and professional HCA and out of the surgery before my appointment time."



Suggestions for improvement:

- “ Not easy to get an appointment. Reception services not as good as they could be.”

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

Our practice endeavours to offer routine face to face appointments, typically aiming to schedule them within 2 weeks. However, this may not always be feasible. For urgent concerns, you can be added to the duty doctor's list, where your symptoms will be appropriately triaged to ensure you receive the necessary care. Additionally, you have the option to complete an Accurx triage form via our website. This will be reviewed by a GP, and you should receive a response within two working days.

- “ I was waiting to have a call with my GP for almost a month. When the time came, they did not even call me and requested a blood test, that could have happened before. My GP does not seem to care or have the time to look after my health or needs. I am not very happy about this.”

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

We are sorry to hear that you did not receive your scheduled telephone appointment and instead received a text message. We understand how this could be frustrating and we apologise for any inconvenience this may have caused. In some cases, a text message may be used as an initial step to gather necessary information or to expedite the process of addressing your health concerns. This approach can sometimes be more efficient in dealing with certain issues but we understand it may not have met your expectations in this instance.

- “I am happy with all the care provided by staff, but the limitation on not being able to use the online forms outside of office hours seems unnecessarily constraining and unhelpful.”

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

We understand how this might seem constraining. However, this measure is in place to ensure the safety and quality of care we provide. Our practice receives a significant number of requests and managing them within set times allows us to prioritise and address each one effectively.

- “Very efficient during appointments, but quite difficult to get through when I need to call for help.”

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

We are sorry to hear that you've experienced difficulty reaching us by phone. Our practice does encounter high call volumes, particularly during our busier hours, which can make it challenging to get through. If it is an emergency you should contact 999.

