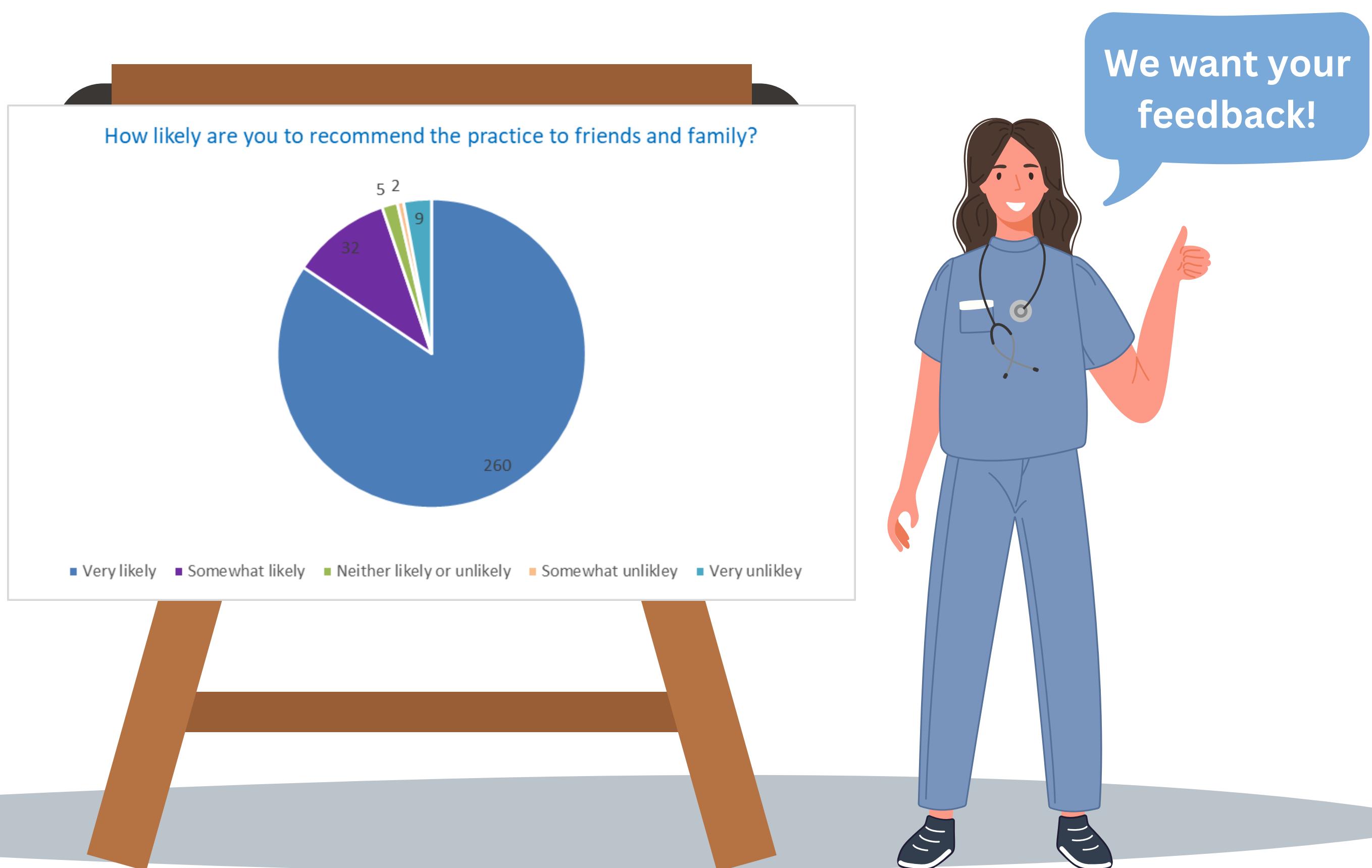


Friends and Family Questionnaire - January 2026

We are listening to your feedback



This month we received 309 anonymous responses following appointments at the surgery. **94% 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 309 positive responses:

- "I have really valued each time I've been to this practice as the staff are all so lovely. Thanks for looking after me!"
- "While I was in the waiting room I noticed reception requests were busy. The lady was so kind and helpful to everyone who needed assistance. There was an elderly lady sat by the door, she kept an eye on her all the time and kept her updated while she was trying to resolve her problem. The kindness and compassion from the reception lady while under pressure was outstanding."
- "I had a great experience, last time I had a cervical swab it was extremely painful and it really put me off wanting to attend my next regularly scheduled one but the nurse was super gentle and told me everything I needed to know - it was a pain free experience and I am super grateful!"
- "We would like to thank everyone at Gosford Hill GP and especially Dr Miray and Nurse Susie Swann, for their care and kindness towards us and our daughter. We felt listened to, supported and truly cared for. We're very grateful for the time and attention shown to our family."
- "I always experience excellent treatment from all staff at GHMC. They are both very pleasant and professional. I never feel I am a nuisance or burden. They always take time to explain things."
- "I never have to wait long for an appointment and the staff are always patient, kind professional and understanding."
- "Dr Cope was lovely. Very thorough, kind and supportive. She checked notes, asked lots of questions and completed all requests swiftly. The online form was much easier and quicker, good response time within 48hrs and appointment given straight away. Even accommodating difficult times as I'm a teacher. Thank you to all the team who are clearly working hard."



Suggestions for improvement:

- “Too long to wait for a telephone appointment and unable to pre book f2f appointments”

We're listening and this is what we're doing: We endeavour to offer a routine appointment within 2 weeks with an appropriate clinician. Please note that if you are requesting to see a specific GP, there may be a longer wait due to availability. If you feel your problem is urgent, we can add you to the duty doctor list, where your symptoms will be triaged appropriately and you will be contacted accordingly.

- “Wait time can be improved. I waited 20 minutes, the doctor did not even apologise. The doctor also just referred me to a pharmacy and provided no help”

We're listening and this is what we're doing: Unfortunately, our clinicians can sometimes run late due to the nature and complexity of the issues being dealt with, or because of unexpected emergencies. We apologise for the delay you experienced and we are also sorry that the doctor did not apologise at the time. In some cases, patients may be referred to a community pharmacy under the Community Pharmacist Consultation Service, where pharmacists can assess and advise on a range of conditions. At other times, the most appropriate treatment may be available to purchase over the counter, depending on the symptoms and clinical assessment. If the pharmacy is unable to manage your symptoms, they should advise you accordingly and you can then be referred back to the GP practice for further assessment.

- “When I checked in today, the screen said " no delay ". But in fact 35 minutes late. Please update your computer system so the patient will prepare. I don't mind waiting if I know the GP will be late.

We're listening and this is what we're doing: Thank you for your feedback. We're sorry your appointment was running late despite the screen showing “no delay”. We will pass this to the relevant team to look into.

- “It is very difficult to get an appointment due to the number of phone calls and the lack of staff to answer. Then it is just as difficult to see a doctor. This might just be my experience, but I still find it difficult. That said, the level of care I have received is excellent.

We're listening and this is what we're doing: Thank you for your feedback. We understand it can be frustrating during our busier periods, as we do sometimes experience high volumes of calls. To help with this, we have a call back option. This keeps your call in the queue and we will call you back when you reach number one in the queue, so you don't have to wait on the line. You can also complete an AccuRx triage form via our website for non urgent requests. This will be passed to the clinical team to triage your request appropriately, and someone will get back to you with the next steps.

