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'YOU SAID WE DID'

April 2025

The feedback we receive from patients, visitors, staff, and members of the public is analysed to help us understand what we do well and where we can improve.

We are always keen to improve the services that we provide. We have given some examples below of the feedback we have received throughout the month of April and how it has been used to prompt any changes.

You Said.....

- Receptionists deserve gratitude It is obvious they are well trained and use initiative/ systems in place to ensure an appropriate referral
- GP was kind, thorough and reassuring
- The earliest available appointment from my phone call was four days ahead
- Treated within minutes by a very pleasant and competent nurse
- Felt like the appointment was rushed

We Did.....

- Passed on all the comments/feedback to the team
- We do offer same day and pre-bookable appointments. Once these appointments are fully booked, we do have an on-call doctor available each day to see urgent only cases.
- We would also encourage anyone who experiences issues, that they would like addressed, to contact our practice manager and then each case can be looked at on an individual basis. The Friends And Family Feedback that we receive monthly is anonymous which makes it difficult to address individual comments.

We share all your feedback with the practice team to ensure that any learning/training needs are addressed and to also send our appreciation to the team for their hard work and dedication.

We would also like to acknowledge and thank our patients for the 299 responses that rated the practice as being 'very good' or 'good' in the month of April.

Please Note: The practice patient survey results from July 2023, and the action plan developed from this, are also available to view on our website.