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'YOU SAID WE DID'

July 2026

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 July and how it has been used to prompt any changes.

You Said.....

- Would prefer to see a doctor in person
- Every appointment I make, I have to miss work.
- My appointment time was changed/cancelled
- Happy And Courteous Staff
- Clean Environment
- No problem getting same day appointment
- Very prompt and good service

We Did.....

- Passed on all the comments/feedback to the team.
- We offer a variety of appointments, including face to face appointments with a doctor
- On rare occasions we do have to cancel/rearrange appointments due to unexpected absence etc. We only ever do this as a last resort and will always offer an alternative.
- 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 338 responses that rated the practice as being 'very good' or 'good' in the month of July.