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'YOU SAID WE DID'

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

You Said.....

- I tried ringing to say I would be 10 mins late, could not get through
- My appointment was 25 minutes late.....the nurse apologised for my wait
- I was seen very quickly, highly professional and skilled staff, I was treated with dignity and respect
- Appointment easy to book with online service
- Clean waiting area

We Did.....

- Passed on all the comments/feedback to the team.
- We do appreciate that the telephone lines can be busy, particularly at certain times of the day. We constantly review this.
- Unfortunately there are times when health professionals run late, particularly if there has been an unexpected emergency.
- 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 428 responses that rated the practice as being 'very good' or 'good' in the month of February.