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'YOU SAID WE DID'

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

You Said.....

- I feel like I can't rely on my GP anymore. They'll send me to mental health services who have done nothing.
- A telephone call is not ideal.
- North House Surgery is a great Practice with lovely staff.
- Receptionist was very professional
- I was seen within 10mins of my app time!! Then treated with respect I was listened to, and given good advice and follow up treatment!!!

We Did.....

- Passed on all the comments/feedback to the team.
- GPs do have to refer to specialist services where appropriate to ensure that patients receive the specialist care that they need.
- We offer a variety of face to face and telephone appointments.
- 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 431 responses that rated the practice as being 'very good' or 'good' in the month of January.