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'YOU SAID WE DID'

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

You Said.....

- Staff were attentive and courteous.
- Prefer face to face. not telephone appointments
- Very personable, professional & efficient staff. I feel very well-looked after. Thank you.
- Couldn't fault it. Phoned up this morning, got an appointment on my day off. Doctor was great. As were the desk staff
- Efficient service 10/10

We Did.....

- Passed on all the comments/feedback to the team.
- We do offer both telephone appointments and face to face appointments for GP and Nurse 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 237 responses that rated the practice as being 'very good' or 'good' in the month of March.

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.