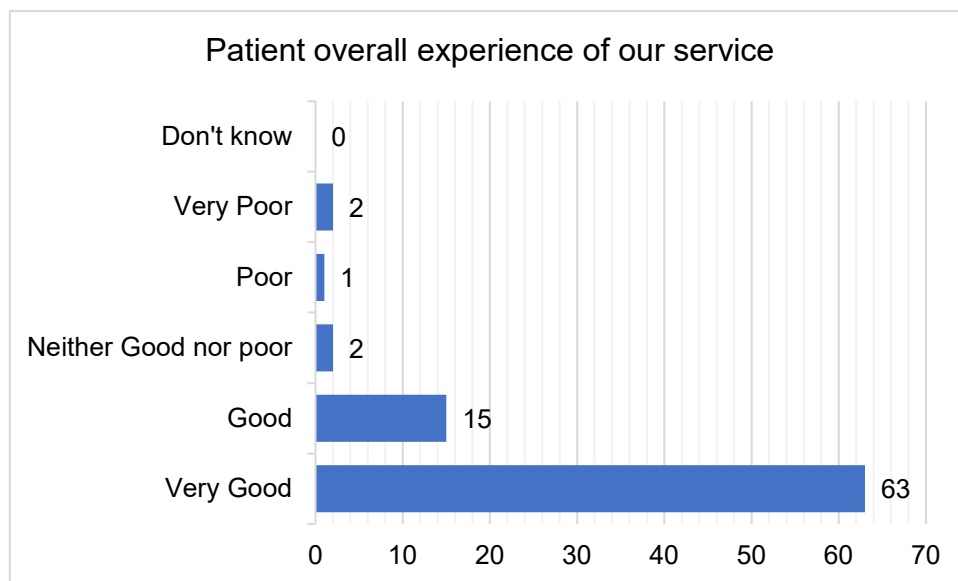


### Patient friends and family feedback for November 2025



These responses were collected from the friends and family test results and from feedback forms provided in the surgery and after appointments. All patients receive the friends and family survey via text message after their appointment at the surgery.

In October, 63 of our patients felt our service was very good and 15 felt it was good.

We had varied results about the eConsult system. Some patients reported they were very satisfied with the service, the service enabled them to contact us in their own time and they found it to be quick and relatively simple to use. They reported their request was dealt with 'very quickly' and they were able to get advice without feeling that they had taken a valuable face to face appointment for something that may not be as urgent.

On the other hand, some patients said they were dissatisfied with the wait time for an appointment and felt they preferred the old system where they were able to contact the surgery by phone and be offered an appointment if necessary. We understand this was a big adjustment however, we would like to share that our new appointment system has improved patient access and it has nearly halved the wait time for a routine appointment. This is allowing more patients to be booked in with the person who has seen them before, which also improves continuity.

If you require any support or assistance in accessing the new appointment system, please contact us or pop into reception and we can help you.