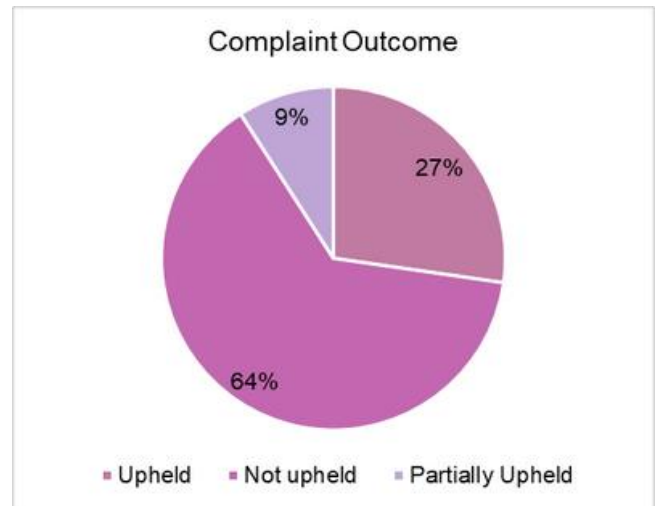


Patient Feedback and Complaints 24/25

What We Heard and What We Did

Between April 2024 and March 2025, our practice received **11 formal complaints**. The charts below show these 11 complaints broken down into categories.



We look at every complaint carefully and decide if it is:

- **Upheld** (we agree with the complaint)
- **Partially upheld** (we agree with part of it)
- **Not upheld** (we do not agree with it)

Examples of Changes We Made After Complaints

- **Clinical notes:** One complaint was about how we record clinical opinions. If a team member checks something with a senior colleague, we now make sure this is written clearly in the medical record.
- **Appointment labels:** We changed how we label some of our appointments to make them easier to understand in the **NHS App**.
- **British Sign Language (BSL) interpreting:** Patients told us about problems getting BSL interpreters. We raised these concerns with the local health authority (ICB). We also added video interpreting to our systems for times when a face-to-face interpreter is not available. Although we do not run the interpreting service, we will always try to support and speak up for our patients.

Other Feedback

We know patients also share comments and suggestions that are not formal complaints. Many of these are positive, and we are very grateful. We often receive high ratings in the **Friends and Family Test**, with most patients choosing the top rating: "**Very good**".

Concerns (Not Formal Complaints)

Sometimes patients raise issues that we can fix quickly. These are called **concerns**. If a concern shows us that a system needs to change, we work to make that change. Some concerns are about services we do not run, like local pharmacies, but we still take all concerns seriously.

The **most common concern** we hear is:

- **It is hard to get an appointment or speak to a GP**

We are working hard to improve this. Here is what we have done:

What We Have Done to Improve Access

1. **More GPs:** We have hired more GPs and plan to add more this coming winter (2025).
 2. **Phone system:** We have introduced a **new, sophisticated phone system**. This system helps us manage calls more efficiently. It can now **automatically call patients back**, so you do not have to wait on hold. When the phone queue gets long, we also move more staff to answer calls and reduce waiting times.
 3. **Online access:** We now use an **online triage system** (eConsult). This means patients do not have to call at 8:30am anymore. You can contact us online at any time during the day. This gives everyone a fair chance to access care and has reduced the number of phone calls by hundreds each week. Feedback from patients has been very positive.
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How You Can Give Feedback

We welcome your thoughts and ideas. You can:

- Talk to any member of our team
- Ask for a **comments form** at reception
- Make a complaint by asking for a **complaints leaflet** at reception

We also send a short survey after your appointment to ask for feedback.

Your feedback helps us to keep improving our services. Thank you.