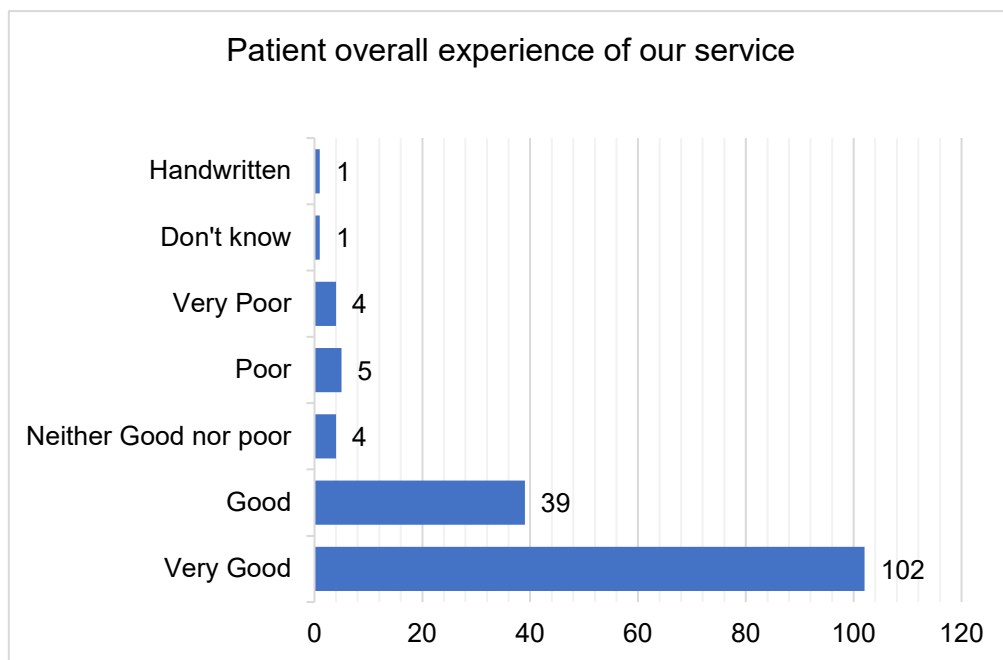


Patient friends and family feedback for October 2025



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, 102 of our patients felt our service was very good and 39 felt it was good. Patients felt our reception team were lovely and found them to be helpful.

We had varied results about the eConsult system. Some patients reported they were very satisfied with the service, and felt the GP answered all their questions and provided the necessary information. They felt it was convenient and was a good way to prioritise conditions. They felt satisfied they had been seen quickly. On the other hand, some patients said they were dissatisfied with the service, reporting the eConsult questions to be repetitive and time consuming, and as a result the process was frustrating. Some patients were concerned that themselves, or others, might not be good with technology.

We would like to share that we have 'NHS app' appointments that can be booked for those who need more help, as well as fully trained receptionists who can support patients with using the new eConsult system. We have carefully considered how best to support patients, and those who need it have access to our help. The eConsult question form is not created by West Road and therefore we are unable to change or modify how this is presented to patients.

We have processes in place to make sure anyone who cannot use eConsult has reasonable adjustments made.