

You Said, We Did – Thank You for Your Feedback

We would like to thank the more than **400 patients** who took the time to share their feedback with us between December 2025 – February 2026

We were pleased to hear many positive comments, including:

- Praise for our staff, who were described as **caring and supportive**
- Improved **access to appointments when needed**
- Positive feedback about our **phone answering**, especially the **callback system**
- Appreciation for **text reminders** and **booking links**

We also listened carefully to the areas where patients told us we could do better.

You said:

- It can still be difficult to contact the surgery by phone
- Appointment availability and booking options could be improved
- Privacy when discussing symptoms at reception is important
- We need to communicate more clearly which clinician you will be seeing
- Sound travelling from consulting rooms to the waiting area can be a concern

We did:

- We have do have a **callback system** to make contacting the surgery easier and reduce the need to wait on the phone.
- All appointments are **triaged** so that patients are seen by the **most appropriate clinician or service** for their needs.
- Some clinics already offer **booking links by text**, and we are working towards offering this for more **routine appointments** in future.
- We take **privacy very seriously**. To help maintain confidentiality, we will be using background music on our 1st floor waiting room area to reduce the chance of conversations being overheard.
- We understand that some matters are private. If you would prefer not to discuss your symptoms at reception, **please let a member of staff know**, and we will arrange to speak with you in a more private space.
- We will make sure we **clearly tell you which clinician you are seeing**, so you know what to expect before your appointment.

Thank you again for your feedback. Your comments help us understand what we are doing well and where we need to improve, so we can continue to provide the best possible care for our patients.