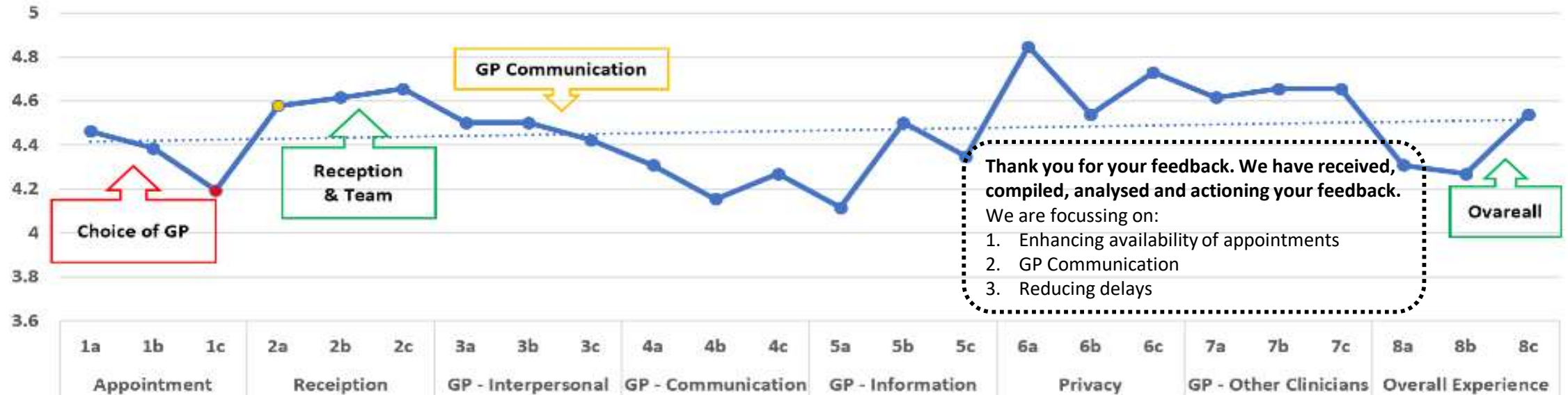


Patient Feedback Summary - 2022

Summary of Client Survey



- Great:**
- Overall Experience at practice
 - Patient & GP interaction
 - Privacy & sensitive

- Doing Well:**
- Welcoming Reception team
 - Professional & Polite team
 - Really listened to patients

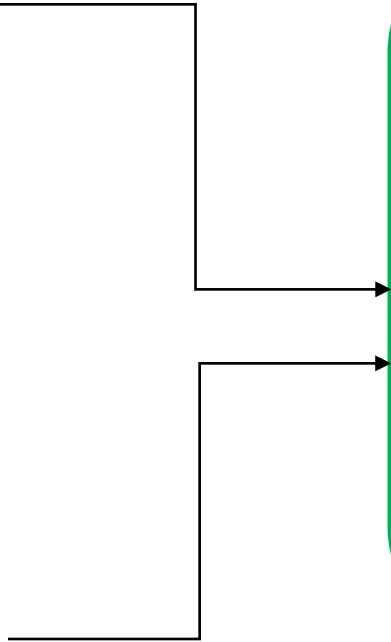
- Improve:**
- Waiting time in reception
 - Choice of GPs (Female)
 - Condition of car park

Patient Feedback Summary – Action Plan 2-022

- Great:**
1. Overall Experience at practice
 2. Patient & GP interaction
 3. Privacy & sensitive

- Doing Well:**
1. Welcoming Reception team
 2. Professional & Polite team
 3. Really listened to patients

- Improve:**
1. Waiting time in reception
 2. Choice of GPs (Female)
 3. Condition of car park



- Focus for next 12 months:**
- Improve on Strength:**
Continue to engage, be informative & enhance skills.
- Focus on:**
1. Appointments (availability)
 2. More female GPs
 3. Car park condition
 4. Improve on “Waiting Time”

Document Folder No: 9	Activity: Patient Feedback	Version: 1	Revision: 0
Approved By: Director	Document: Feedback	Date: 01/09/2021	Next Review: 01/09/2023