

### Patient Comment Card Summary 2022-2023

Date	A Selection of Patient Feedback	Comments/Improvement
<b>April 2022</b>	<b>Total received = 1</b> <b>How was your experience of our service? Very good= 1 ,Good= 0 ,Neither= 0 , Poor= 0 ,Very poor= 0 , Don't know=0</b>	
	Incredibly helpful receptionists ( Dee and Gina) and excellent care from practice nurse Sophie. Really impressed with your lovely team	
<b>May 2022</b>	<b>Total received = 17</b> <b>How was your experience of our service? Very good= 11 ,Good= 6 Neither= 0 , Poor= 0 ,Very poor= 0 , Don't know=0</b>	
<b>June 2022</b>	<b>Total received =187</b> <b>How was your experience of our service? Very good= 105 ,Good= 73 ,Neither= 8 , Poor= 0 ,Very poor= 1, Don't know=0</b>	
<b>July 2022</b>	<b>Total received = 184</b> <b>How was your experience of our service? Very good= 111 ,Good= 66 ,Neither= 4 , Poor= 3 ,Very poor= 0 , Don't know=0</b>	
	We are always satisfied with your service The reception team are all amazing and are doing their fantastic best Nurse was wonderful Your practice is one of the most efficient and patient friendly in the city . From answering the phone to dealing with online requests to speaking to professionals. Please continue to be independent and running the practice as it is	
<b>August 2022</b>	<b>Total received =177</b> <b>How was your experience of our service? Very good= 103 ,Good= 62 ,Neither= 6 , Poor= 2,Very poor= 3 , Don't know=1</b>	
	My care has always been excellent <i>Not seeing your GP makes people attend A&amp;E and this is putting more pressure on services</i>	
<b>September</b>	<b>Total received = 270</b>	

<b>2022</b>	<b>How was your experience of our service? Very good= 153 ,Good= 112 ,Neither= 4 , Poor= 1 ,Very poor= 0 , Don't know=0</b>	
<b>October 2022</b>	<b>Total received = 293 How was your experience of our service? Very good= 169 ,Good= 107 ,Neither= 9 , Poor= 1 ,Very poor= 7 , Don't know=0</b>	
	Friendly, helpful reception Clear communication, prompt answer <i>No appointments ,phone call appointments not suitable Difficult to get through, difficult to get an appointment – very unlike this practice was pre-pandemic</i>	
<b>November 2022</b>	<b>Total received =322 How was your experience of our service? Very good=165 ,Good= 133 ,Neither= 20 , Poor= 3 ,Very poor= 1 , Don't know=0</b>	
	Great practice. Great service. Helpful and polite receptionists. Very nice and professional GP. Very efficient and welcoming <i>Need more choice of times so not waiting so long for an appointment</i>	
<b>December 2022</b>	<b>Total received = 241 How was your experience of our service? Very good= 145 ,Good= 85 ,Neither= 11 , Poor= 0 ,Very poor= 0 , Don't know=0</b>	
<b>January 2023</b>	<b>Total received = 353 How was your experience of our service? Very good= 207 ,Good= 129 ,Neither= 12 , Poor= 4 ,Very poor= 1 , Don't know=0</b>	
<b>February 2023</b>	<b>Total received = 316 How was your experience of our service? Very good= 193 ,Good= 113 ,Neither= 4 , Poor= 3 ,Very poor= 3 , Don't know=0</b>	
	Thank you Doctors for taking time to listen and act When most are complaining about GP services I can only praise.	
<b>March 2023</b>	<b>Total received = 472</b>	

	How was your experience of our service? Very good= 255 ,Good= 195 ,Neither= 15 , Poor= 4 ,Very poor= 3 , Don't know=0	
	I have had so much support over the last few weeks <i>Very hard / difficult to get an appointment</i>	
Years Summary	<b>Total received = 2833</b> <b>Recommend to friends and family:</b> <b>(57%) = Very good</b> <b>(38%) = Good</b> <b>(3%)= Neither good nor poor</b> <b>(0.7%)= Poor</b> <b>(0.7%)= Very poor</b> <b>(0%)= Don't Know</b>	<b>Thank you for all your comments. Please continue to give us your feedback.</b>