

### Patient Comment Card Summary 2023-2024

Date	A Selection of Patient Feedback	Comments/Improvement
April 2023	<b>Total received = 353</b> <b>How was your experience of our service? Very good= 224 ,Good= 109 ,Neither= 14 , Poor= 3 ,Very poor= 3 , Don't know=0</b>	
May 2023	<b>Total received = 5</b> <b>How was your experience of our service? Very good=5 ,Good= Neither= , Poor= ,Very poor= , Don't know=</b>	
June 2023	<b>Total received = 737</b> <b>How was your experience of our service? Very good= 451 ,Good= 263 ,Neither= 17 , Poor= 5 ,Very poor= 1 , Don't know=0</b>	
	Excellent service. Can't think of anything that could have been done to make my experience better	
July 2023	<b>Total received = 499</b> <b>How was your experience of our service? Very good= 291 ,Good= 188 ,Neither=7 , Poor= 7 ,Very poor= 6 , Don't know=0</b>	
	First class Practice. Brilliant service	
August 2023	<b>Total received = 520</b> <b>How was your experience of our service? Very good= 316 ,Good= 181 ,Neither= 13 , Poor= 8 ,Very poor= 2 , Don't know=0</b>	
	Polite,kindly and helpful services provided by the receptionists Very happy with GP explanations and checks	
September 2023	<b>Total received = 507</b> <b>How was your experience of our service? Very good= 326 ,Good= 159 ,Neither= 17 , Poor= 3 ,Very poor= 2 , Don't know=0</b>	
October 2023	<b>Total received = 635</b> <b>How was your experience of our service? Very good= 375 ,Good= 231 ,Neither= 23 , Poor= 5 ,Very poor= 1 , Don't know=0</b>	

<b>November 2023</b>	<b>Total received =587</b> <b>How was your experience of our service? Very good= 380 ,Good= 183 ,Neither=22 , Poor= 2 ,Very poor= 0 , Don't know=0</b>	
	Dr very good at explaining everything. You are all great and do a really good job Thank you for your prompt attention which is much appreciated	
<b>December 2023</b>	<b>Total received = 552</b> <b>How was your experience of our service? Very good=334 ,Good= 199 ,Neither= 13 , Poor= 2 ,Very poor= 4 , Don't know=0</b>	
	Wonderful support received Excellent service, thank you	
<b>January 2024</b>	<b>Total received = 789</b> <b>How was your experience of our service? Very good= 502 ,Good= 261 ,Neither= 17 , Poor= 5 ,Very poor= 4 , Don't know=0</b>	
	Relly supportive and friendly Thanks for your ongoing support and kindness I am very happy with the service I receive and always have received.	
<b>February 2024</b>	<b>Total received = 33</b> <b>How was your experience of our service? Very good= 15 ,Good= 16,Neither= 2 , Poor= 0 ,Very poor= 0 , Don't know=0</b>	
<b>March 2024</b>	<b>Total received = 4</b> <b>How was your experience of our service? Very good= 4 ,Good= ,Neither= , Poor= ,Very poor= , Don't know=</b>	
<b>Years Summary</b>	<b>Total received = 5221</b> <b>Recommend to friends and family:</b> <b>61.73 % = 3223 Very good</b> <b>34.28 % = 1790 Good</b> <b>2.78 % = 145 Neither good nor poor</b> <b>0.77 % = 40 Poor</b> <b>0.44 %= 23 Very poor</b> <b>0 % = 0 Don't Know</b>	<b>Thank you for all your comments. Please continue to give us your feedback.</b>