

Annual review of St Peter's Friends & Families results 2023 - 2024

Thank you to all our patients who have taken the trouble to complete the short survey that you receive after your appointment with the practice. This is called the Friends & Family questionnaire.

Over the last year we have received 3285 responses which is amazing and you have taken the time to explain your rating with an explanation of the service you received.

We are delighted to report that **93%** of respondents would recommend to their friends and family the service we provide at St Peter's. This is so encouraging. We have spent time reviewing the results and in many cases, patients who have rated us low have actually given us fabulous feedback so we are bearing that in mind in the analysis.

It is fantastic to see that an overwhelming amount of comments rate us as kind, supportive, caring, efficient, thorough – the list goes on. This feedback is shared with the entire practice team as it is motivational for them to see this.

We cannot ignore the less favourable comments we receive, some of which are:

- I cancelled my appointment but still received a did not attend text
- The location of my appointment was moved so I went to the wrong site
- Over 30 min wait for my appointment
- GP did not call back as promised
- Why was my review carried out the phone?
- Difficulty getting an appointment
- Difficulty getting through on the phone
- Asked to buy something over the counter
- Phlebotomist couldn't obtain blood
- Didn't get reminder of appointment
- Ear syringing not done on the advice of the consultant
- GP refusing to prescribe
- Didn't feel listened to.

The practice is currently involved in the General Practice Improvement Programme (GPIP) which looks at many aspects of our service delivery. One of our focus areas is demand and capacity so comments about difficulty getting an appointment, getting through on the phone will be thoroughly reviewed.

Obviously some of the comments mentioned about are outside our control and some are about pathways and guidelines we have to follow.

Once again, thank you for your time

The St Peter's Team.

February 2024