

Sources of Feedback reviewed during the year

Our GPs, practice nurse and practice managers meet regularly and review any feedback on our service. This can include:

1. Comments from patients made to members of staff, including the doctors, during the course of a day.
2. Feedback from our local pharmacy, which is very nearby and the staff there are well-known to us.
3. We have a suggestions box in the surgery which patients are encouraged to contribute to.
4. Comments made on the NHS Choices website.
5. People wishing to join the surgery after hearing about us from existing patients.
6. Comments from the waiting room.
7. Letters and emails received from patients.
8. Telephone calls from patients and their relatives/carers.
9. Comments received from patients in advance of our CQC inspection and the inspectors report.
10. Feedback from other professionals, such as the IPCT (District nurses) and the palliative care nursing team.
11. Information obtained from patient surveys.
12. The Friends and Family feedback cards/I want Great Care website.
13. Patients are encouraged to speak to our receptionists with any comments, good or bad and the receptionists are empowered to resolve any issues quickly, if possible, or to discuss with the practice manager, if more support is needed.