

**Patient Feedback Action Plan – based on feedback received for Q2 2025/2026 – 146 feedback responses****APPOINTMENTS**

PM = Practice Manager; RM = Reception Manager; GPAM = GP Assistant Manager

Area of Comment/Issue	Patient Feedback % / overview	Agreed Action	Responsibility	Review Dates	Evidence of Action
Satisfaction with appointment booking process	87% Very or somewhat satisfied 5.5% Neither satisfied or dissatisfied 7.5% Somewhat or very dissatisfied	SJWMP to establish patient interest in a Patchs support/education session to be hosted by PPG members.	PW to create sign-up sheet for patients to indicate interest in a support event.	January 2026	PM/GPAM to feedback interest at PPG meeting in January 2026.
		Reception staff to continue to leave messages for GPs for patients who are unable to use Patchs.	RM to remind reception staff	November 2025	Reception team meeting minutes
Satisfaction with check-in process	93% Very or somewhat satisfied 2.7% Neither satisfied or dissatisfied 4.1% Somewhat or very dissatisfied	No specific comments received regarding check-in process.  Reception to continue to make patients aware to use the Check-In screen to reduce queue at desk.	RM	November 2025	Reception Team meeting minutes
Satisfaction with waiting time once checked in for appointment	89% Very or somewhat satisfied 4.8% Neither satisfied or dissatisfied 6.2% Somewhat or very dissatisfied	N/A	N/A	N/A	N/A

**STAFF**

PM = Practice Manager; RM = Reception Manager; GPAM = GP Assistant Manager

Area of Comment/Issue	Patient Feedback % / overview	Agreed Action	Responsibility	Review Dates	Evidence of Action
Satisfaction with interactions with staff	91.1% Very or somewhat satisfied 4.8% Neither satisfied or dissatisfied 4.1% Somewhat or very dissatisfied	GPs to clarify 'next steps' with patients following receipt of test results.	PM to liaise with GPs	January 2026	Partners meeting minutes

**IT OPPORTUNITIES**

PM = Practice Manager; RM = Reception Manager; GPAM = GP Assistant Manager

Area of Comment/Issue	Patient Feedback % / overview	Agreed Action	Responsibility	Review Dates	Evidence of Action
<b>Satisfaction with Patches / Practice website / NHS App</b>	Average star rating for Patches (01.07.25 to 30.09.25): 4.3 out of 5	SJWMP to establish patient interest in a Patches support/education session to be hosted by PPG members.	PW to create sign-up sheet for patients to indication interest in a support event.	January 2026	PM/GPAM to feedback interest at PPG meeting in January 2026.
	Total number of patients registered to use Patches: 14880 (at 13.11.25)	No feedback regarding the NHS app or Practice website was received in Q2.	N/A	N/A	N/A

**OTHER THEMES IDENTIFIED FROM QUATERTLY FEEDBACK COMMENTS**

PM = Practice Manager; RM = Reception Manager; GPAM = GP Assistant Manager

Area of Comment/Issue	Patient Feedback % / overview	Agreed Action	Responsibility	Review Dates	Evidence of Action
<b>Any other themes identified?</b>	The majority of feedback received in Q2 was positive.	N/A	N/A	N/A	N/A