

Patient Feedback Action Plan – based on feedback received for Q4 2025/2026 – 137 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	92.7% Very or somewhat satisfied* 3.6% Neither satisfied or dissatisfied 3.6% Somewhat or very dissatisfied * increase in Q4 from 87% in Q2	SJWMP agreed to establish patient interest in a Patches support/education session to be hosted by PPG members.	Poster in waiting area for patients to indicate interest in a support event. 2 patients indicated interest – training to be arranged when 10 patients are interested.	July 2026	Poster available in waiting area. PM/GPAM to feedback interest at PPG meeting in July 2026.
		Reception staff to continue to leave messages for GPs for patients who are unable to use Patches.	N/A	RM reviewed with Reception team in November 2025 – no further action.	Reception team meeting minutes dated 26.11.2025
Satisfaction with check-in process	94% Very or somewhat satisfied* 5% Neither satisfied or dissatisfied 0.5% Somewhat or very dissatisfied * increase in Q4 from 93% in Q2 ** decrease in Q4 from 4.1% in Q2	1 comment regarding check-in in Q4 – “Easy to check in2. RM reminded Reception team to make patients aware to use the Check-In screen to reduce queue at desk.	N/A	RM reviewed with Reception team in December 2025 – no further action.	Reception team meeting minutes dated 03.12.2025
Satisfaction with waiting time once checked in for appointment	92.7% Very or somewhat satisfied* 6.5% Neither satisfied or dissatisfied 0.7% Somewhat or very dissatisfied** * increase in Q4 from 89% in Q2 ** decrease in Q4 from 6.2% in Q2	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	91.2% Very or somewhat satisfied* 8% Neither satisfied or dissatisfied 0.7% Somewhat or very dissatisfied** *increase in Q4 from 91.1% in Q2 ** decrease in Q4 from 4.1% in Q2	SJWMP to remind clinical staff to check patient records for all diagnostic tests due to avoid patients having to return unnecessarily.	GPAM	June 2026	Nurse/HCA meeting minutes 12.05.2026

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
Satisfaction with Patches / Practice website / NHS App	Average star rating for Patches (01.01.26 to 31.03.26): 4.3 out of 5	SJWMP to establish patient interest in a Patches support/education session to be hosted by PPG members.	Poster in waiting area for patients to indicate interest in a support event. To be arranged when 10 patients are interested.	June 2026	Poster available in waiting area. PM/GPAM to feedback interest at PPG meeting in July 2026.
	Total number of patients registered to use Patches: 16382	No feedback regarding the NHS app or Practice website was received in Q4.	N/A	N/A	N/A

OTHER THEMES IDENTIFIED FROM QUARTERLY 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
Any other themes identified?	The majority of feedback received in Q4 was positive and covered areas such as positive staff interactions, quality of care, prompt care, the booking process and patches.	N/A	N/A	N/A	N/A