We’re listening to your feedback

You’ve been giving us feedback on your care and treatment. You told us:

1. You asked for more phlebotomy appointments

2. You asked for more routine appointments to avoid long waits to book them.

3. You asked to get through on the phones quicker.

We’re listening and this is what we’re doing:

1. & 2. We have just appointed a new Practice Nurse and a New Nurse Associate so we anticipate a much shorter wait time on routine appointments.

3. We have just started working with a company that offers remote Reception cover to shorten patient's wait times when they call in and we also start with a new and upgraded telephony system on 14/09/2026 so we anticipate the wait time for calls to be answered to improve.

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

The NHS Friends and Family Test

www.nhs.uk/friendsandfamily