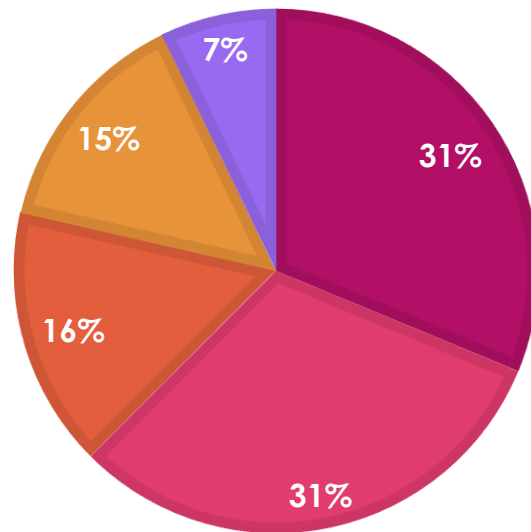


Patient Survey Results

In March 2025, Our Patient Participation Group created a survey for our patients to be able to share their experiences and thoughts with us. We wanted to share the results with you 😊

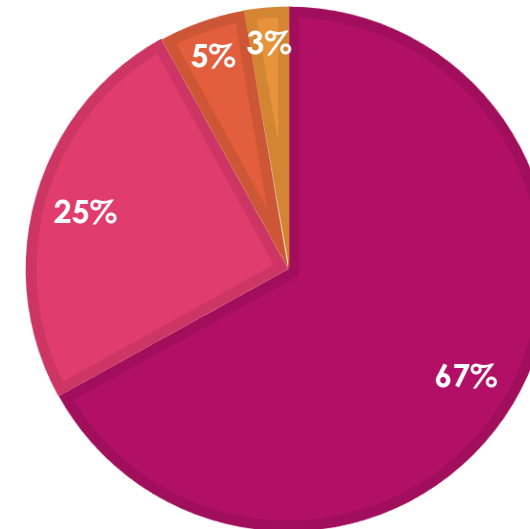
HOW EASY IS IT FOR YOU TO GET THROUGH TO THE PRACTICE AND GET AN APPOINTMENT?

- Very Easy
- Somewhat easy
- Somewhat difficult
- Very Difficult
- N/A



DURING YOUR LAST APPOINTMENT, DID YOU FEEL THAT THE HEALTHCARE PROFESSIONAL YOU SAW OR SPOKE TO LISTENED TO YOU?

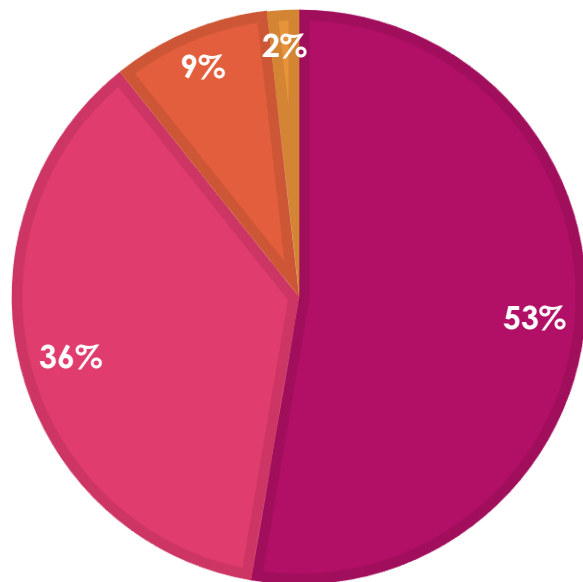
- Completely
- Mostly
- Somewhat
- Not at all



Patient Survey Results

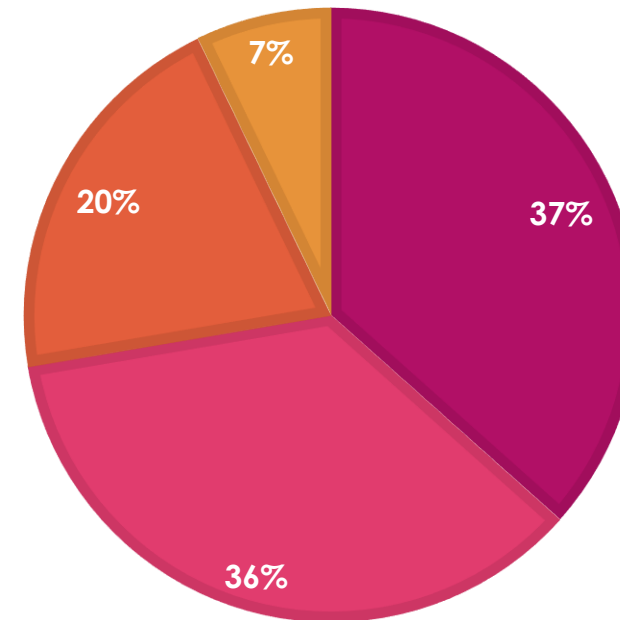
DID YOU FEEL THAT YOUR HEALTHCARE
NEEDS WERE MET DURING YOUR LAST
APPOINTMENT?

■ Completely ■ Mostly ■ Partially ■ Not at all



HOW CONFIDENT ARE YOU THAT THE NEXT STEPS AND
FOLLOW-UP ARE CLEAR AND WILL TAKE PLACE?

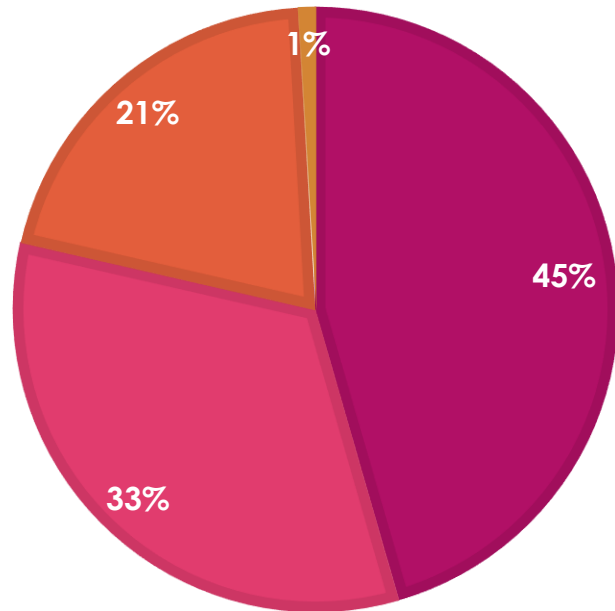
■ Very ■ Mostly ■ Somewhat ■ Not at all



Patient Survey Results

HOW DO YOU RATE YOUR OVERALL EXPERIENCE WITH THE GP PRACTICE?

■ Excellent ■ Good ■ Fair ■ Very Poor



Some questions & comments from patients :

Q/C - I struggle to make to make appointments using the online form as I am 80 years old. Is there an alternative way?

A- Yes there is, for anybody that may need help or support completing the form, they are able to call or come to reception, where one of the reception team can complete the form on your behalf.

Q/C- I wanted to see a Doctor, but was booked with an Advanced Nurse Practitioner? She was very helpful.

A – We have two Advanced Nurse Practitioners that work at Sheepcot, both are able to treat and prescribe for Minor illness/ailments and refer. We also have a Paramedic, Mental Health worker, First contact Physios and Clinical Pharmacists. We will always try and book you with the most appropriate clinician.

Q/C- I get lots of texts telling me I need blood tests or a review when I have already had them, please check first.

A- We do understand that there have been lots of texts sent out recently as we have tried to implement a new process for making sure our patients are having the correct monitoring and care for the medication they take or conditions they have. We hope that as the staff become familiar with the process that this will decrease. We apologise for any inconvenience or frustration that this has caused.

Q/C – My appointment time was not long enough to discuss everything I needed to discuss.

A- From June 2025 we have decided to trial 15-minute appointments for some of our GP's. This is to ensure safer working practices, and to give the patients more time with the GP.

Patient Survey Results

We would like to thank you all for taking the time to complete the online survey or speaking to a member of our PPG whilst you were at the practice.

To continually improve the service to our patients, we will be conducting these surveys twice per year.

We understand that your experience may not always be positive however we do appreciate all our feedback so that we can ensure improvements are made.

Some of our positive comments:

- All Staff are great
- As always, we were able to get an appointment swiftly and I was pleased with the consultation
- The Doctor was very professional in his questioning and thorough. He was very personable and kind.
- Love the new triage system, very efficient, especially for working professionals
- Most staff are helpful and polite
- Overall, very good, seen on time and felt my needs were being addressed
- The nurses are always extremely kind, caring and professional

Thank you 😊