

Voice of The Patient Survey 2025



The practice is committed to quality improvement, and your feedback is important to us. The recent patient survey has provided valuable suggestions for improving our service.

Suggestion - Keep a few spare appointments for urgent requests

Response - Each day the clinic allocates reserved appointments for on-the-day appointments or urgent patients.

Suggestion - Communicate processes for handling urgent requests from patients

Response - Our policy and procedure require our staff to contact the patient directly to organise an appointment for urgent recalls/results as advised by the treating Doctor. Our doctors do manage to 'squeeze' these appointments in as a priority.

For your urgent requests, reception staff will advise you of the process for your specific enquiry. After our doctors have assessed the urgent request, we will respond according to the doctor's instructions.

Suggestion - Publish your calendar online so patients can see available times for each doctor

Response - we utilise an online booking system HotDoc which shows the available appointments for each doctor.

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Suggestion - Create a cancellation / waitlist notification system so cancelled appointments can be filled, and other patients can be accommodated

Response - we run a daily cancellation list which lists patients that require an appointment, this is available for all doctors to see and action wherever they have an opportunity during the day. In addition, when appointments are cancelled our reception staff do contact patients waiting on the list to see if they are able to attend.

Suggestion - Contact patients ahead of their appointment if there are practically long wait time expected

Response - Whilst we agree patients should be contacted ahead of time if there are long wait times, it is not feasible with the volume of patients we see daily. Receptionists will advise patients at time of booking, to call the clinic in advance of their appointment should they be concerned about waiting times.

Suggestion - Provided estimated waiting time to patient on arrival

Response - Agreed, we will try and instigate this suggestion.

Suggestion - Consider procedures to explain delays to patients

Response - Unfortunately, quite often the reception team are unaware themselves why the delay is occurring as we are unable to interrupt consultations to determine this. If an emergency is presented to the clinic, we make every effort to inform patients waiting