

# We're listening to your feedback

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

We had 187 response to our Friends and Family questionnaire in July 25. A huge 90% of our respondents thought we were very good, or good, at delivering our medical services to our patient population. We always strive to reach high numbers in patient satisfaction and we will continue to work hard to do just that.

Some of the lovely feedback we received complimented our staff, their professionalism and friendliness. You also complimented our staff for listening carefully and giving reassurance when you had concerns that we could help with. We had equal compliments to both our clinical and administrative teams and it is always nice to hear individual staff praised for their efforts.

## We're listening and this is what we're doing:

We did have some negative comments and these were mainly around some of our clinics running late. We always take your feedback on board and to try and address the occasions where this happens. We have built some admin time into the clinician rotas to allow them to catch up but we do want to assure that when this does happen it is for a genuine reason and all patients will receive the care and time that they need.

Please help us help you by requesting a double appointment if you have more than one problem, or you think you will need longer. As your responses are anonymous we are unable to reach out to address individual concerns in this way but encourage you to get in touch if you feel there is anything in particular we should be addressing.

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](http://www.nhs.uk/friendsandfamily)**