

CONTINUED...

GP Survey

Recently, a local newspaper published an article ranking Somerset's GP surgeries, where our practice was unfortunately placed at the bottom. We believe it's important to clarify that these rankings are based on the annual GP Patient Survey, an independent survey conducted by Ipsos on behalf of NHS England. This survey is sent to over two million patients registered with GP practices across England and aims to capture how people feel about their GP practice.

For the 2023 survey, which concluded in December, 108 of our patients completed the survey out of the 278 who received it. This represents a completion rate of approximately 39%, equating to just 0.54% of our total practice population. While we respect the feedback provided, we recognise that it reflects the views of a small percentage of our patients.

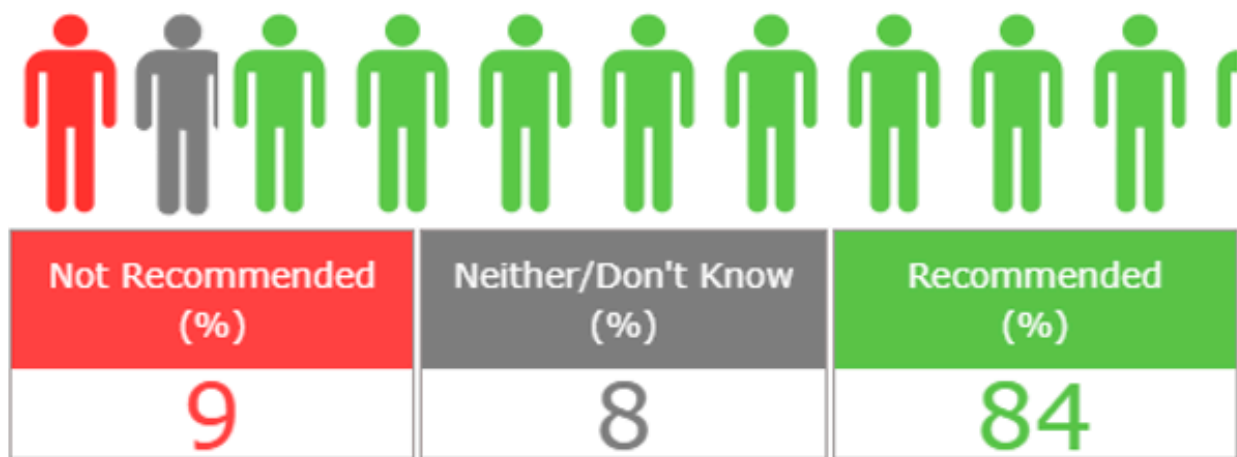
We fully acknowledge that improvements are necessary, and we are actively working on them. However, meaningful change takes time, and we ask for your patience and understanding as we work hard to enhance our services with the resources available to us.

In addition to the GP Patient Survey, our practice also participates in the national standardised Friends & Family Test (FFT). After each appointment, patients receive an SMS link to provide feedback on the care and service they received. We are pleased to report that over the past six months, our practice has consistently achieved a Recommended score between 80-90%. So far in August, 90% of respondents have rated their experience as Very Good or Good, with 239 out of 267 patients providing positive feedback.

We are committed to continuing our efforts to improve and provide the best possible care for our patients. Your feedback is invaluable, and we appreciate your ongoing support.

Feedback Category

Month	Appointments	Responses	Response Rate	Very Good	Good
April	2716	359	13%	184	82
May	2773	664	24%	471	93
June	3118	846	27%	626	134
July	3449	1016	29%	736	165
August	909	267	29%	201	38



Patients can also complete the Friends & Family Test online at <https://arielhealthcare.nhs.uk/contact/friends-and-family-test>