White Horse Medical Practice Friends & Family Test Feedback – July 2026

Thank you to everyone who took the time to share their feedback with us during July. We value every comment we receive and use patient feedback to help us understand what we are doing well and where we can improve.

How Did We Do?

We received **465 Friends & Family Test responses** during July. Of these, **84.3% of patients rated their experience as Good or Very Good**, reflecting the hard work and dedication of our whole team.

Patient Ratings

- Very Good: 268
- Good: 124
- Neither Good nor Poor: 38
- Poor: 18
- Very Poor: 15
- Don't Know: 2

What Patients Told Us

Many patients commented positively on:

✅ Same-day responses and appointments

✅ The speed and efficiency of our triage system

✅ Kind, caring and professional staff

✅ Feeling listened to and supported

✅ Prompt clinical advice and treatment

Some of the comments received included:

"Always good care. Your triage system and same day appointment flawless. Reception staff very helpful."

"Everyone I ever speak to is so kind and helpful."

"Thank you to all the staff at the practice, you are all doing an amazing job."

"We are very fortunate to have a practice such as this."

You Said, We Are Doing

We carefully review all patient feedback and would like to update you on some of the actions being taken in response to comments received.

Blood Test Appointments

We recognise that some patients have experienced longer waits for blood test appointments.

To improve capacity:

- We are currently recruiting additional members of the team.
- We have introduced a bank member of staff to provide additional blood test appointments on Mondays.
- We continue to review demand and appointment availability to help reduce waiting times.

Accessibility and Lift Repairs

Several patients commented on the lift being out of service.

- We are currently awaiting a replacement part so that repairs can be completed.
- In the meantime, patients who may struggle to access downstairs clinical rooms can speak to our team and request an upstairs appointment where appropriate.

Digital Services and Communication

We continue to review feedback relating to Engage Consult, the NHS App and patient communications.

We recognise that digital services do not suit everyone and are committed to supporting patients who need alternative ways of accessing our services.

Face-to-Face Appointments

We understand that some patients would like more face-to-face appointments. Patient feedback continues to be reviewed as we work to balance timely access to care with patient preference and clinical need.

Thank You

Thank you to everyone who shared their experience, and to our wonderful staff for their continued care, professionalism and dedication.

Your comments help us learn, improve and continue providing the highest standard of care for our community.

If you'd like to share your experience, you can complete the Friends & Family Test at any time on our website Feedback - WHITE HORSE MEDICAL PRACTICE or through the NHS App.