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

Thank you to all the patients who took the time to complete our Friends & Family Test (FFT) during April 2026. Your feedback helps us understand what we're doing well and where we can continue to improve.

Overall Feedback

Feedback for April remained **largely positive**, with the majority of patients rating their experience as **Good or Very Good**.

This shows that most patients continue to report a **positive experience of care at the practice**.

What Patients Told Us We're Doing Well

Across many responses, several key themes stood out:

1. Fast Access to Care

Many patients appreciated the speed at which their concerns were addressed:

- Same-day responses and call-backs
- Prompt appointments when needed
- Quick decision-making and referrals

Patients told us they value being **responded to quickly and without unnecessary delay**.

2. Kind and Supportive Staff

Patients consistently described staff as:

- Kind and caring
- Professional and reassuring
- Attentive and respectful

Many patients said they felt **listened to, not rushed, and supported during consultations**, which is a key strength of the practice.

3. Helpful Online Access

Many patients said that contacting the practice online:

- Is convenient
- Helps them access care more quickly
- Can resolve issues without needing to attend in person

Digital access continues to work well for many patients.

Where Patients Said We Can Improve

A smaller number of responses highlighted areas where we can improve:

1. Online Forms & Digital Systems

Some patients told us that online forms can feel:

- Long or repetitive
- Difficult to complete when unwell
- Challenging for those less confident with technology

2. Speaking to a GP

Some patients would prefer:

- Speaking directly with a GP
- Face-to-face or telephone contact
- Greater continuity with a known clinician

3. Communication and Follow-Up

A small number of patients said they would like clearer information about:

- What happens next after contact
- When to expect results or referrals

We recognise that clearer communication can help improve patient reassurance.

What We're Doing

We are using your feedback to continue improving:

- Access to care and response times
- Communication and clarity of next steps
- Support for patients using online systems
- Continuity of care where possible

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.