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

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

During February, we received **399 responses**.

⭐ How You Rated Our Service

Patients were asked how likely they were to recommend White Horse Medical Practice to friends and family. Here's how you responded:

- **236** said *Very Good*
- **109** said *Good*
- **27** said *Neither Good nor Poor*
- **13** said *Poor*
- **11** said *Very Poor*
- **3** said *Don't Know*

This means that **over 86%** of patients rated their experience as *Good* or *Very Good*. Only **6%** gave a negative rating, and we are reviewing those comments closely so we can address areas needing improvement.

🌟 What Patients Told Us We're Doing Well

Across hundreds of comments, several themes came up again and again:

1. Fast Access to Care

Many of you appreciated being seen or called back quickly:

- "Matter was dealt with quickly and effectively."
- "Prompt response. Seen same day."

2. Kind and Supportive Staff

Patients shared positive experiences with our reception team, nurses, paramedics and GPs:

- "Staff were kind and supportive."
- "The GP explained everything clearly."

3. Helpful Online Communication

Many found the online messaging system useful and efficient:

- "Quick response to my issue via Engage."
- "Resolved quickly without needing a face-to-face."

We are really pleased that so many patients felt well-supported and well-informed.

🔧 Where Patients Said We Can Improve

A smaller number of comments identified areas where we can make things easier for patients.

1. Online Forms & Digital Processes

Some patients told us that online forms can feel long or confusing, or that it can be difficult to log in.

2. Contacting a GP When Needed

A few patients said they would like more opportunities to speak directly with a GP, especially for ongoing concerns or more complex symptoms.

3. Consistency of Information

Some feedback mentioned occasional delays or mixed messages between automated systems, reception and clinical teams.

We are actively reviewing these areas so that we can improve communication and make the process clearer for everyone.

📣 Important Update: More Ways to Share Your Feedback

We know that patients access our services in many different ways — face-to-face appointments, telephone consultations, nurse visits, and digital requests.

We are currently working with Engage Consult to enable Friends & Family Test questionnaires to be sent after all appointment types, not just online Engage contacts.

This will help us:

- Hear from a wider range of patients
- Gather feedback from across the whole practice
- Better understand experiences in every part of our service

We look forward to launching this improvement soon.

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.