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

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

During May, we received **405 responses**.

How You Rated Our Service

Patients were asked how likely they were to recommend the practice to friends and family. Here's how you responded:

- **261 said Very Good**
- **91 said Good**
- **25 said Neither Good nor Poor**
- **15 said Poor**
- **12 said Very Poor**
- **1 said Don't Know**

This means that **around 87% of patients rated their experience as Good or Very Good**.

A small number of patients gave a negative rating, and we are reviewing this feedback carefully to identify where improvements can be made.

What Patients Told Us We're Doing Well

Across many comments, several key themes came through:

1. Fast Access to Care

Many patients appreciated quick responses and timely care:

- Same-day call backs
- Prompt appointments
- Quick resolution of problems

Patients often described their concerns being dealt with **quickly and efficiently**.

2. Kind and Supportive Staff

Patients shared positive experiences about the whole team, including reception, clinicians and support staff:

- Staff described as **kind, caring and professional**
- Patients felt **listened to and reassured**

- Clear explanations and supportive consultations

3. Effective Use of Online Services

Many patients found online access helpful and convenient:

- Easy to contact the practice without waiting on the phone
- Quick responses through digital requests
- Issues resolved without needing to attend in person

Where Patients Said We Can Improve

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

1. Access to Services

Some patients reported:

- Difficulty getting through on the phone at busy times
- Waiting longer than expected for responses or appointments

2. Online Forms & Digital Processes

While online systems work well for many, some patients found them:

- Difficult to navigate
- Time-consuming when unwell
- Challenging due to technical issues

3. Communication and Follow-Up

Some feedback highlighted uncertainty about:

- Test results
- Referrals
- What happens next after making contact

We are working to improve clarity and consistency in how we communicate with patients.

4. Speaking to a GP

Some patients said they would prefer:

- Speaking directly with a GP
- Seeing a clinician they know
- Face-to-face or telephone contact where appropriate

What We're Doing

We are reviewing this feedback and continuing to improve:

- Access to appointments and phone lines
- Digital systems and ease of use
- Communication and follow-up with patients
- 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.