

## F&F Improvements October – December 2025

### **Total number of responses:**

**October: 341 responses**

**November: 402 responses**

**December: 345 responses**

We've received positive feedback about our practice, staff, and services this quarter. Staff value these comments, which are shared on our 'Shout Out' board. Feedback helps us improve our service and patient experience.

Thank you. Here are a few examples from the past three months:

- ✓ *The Staff and Doctors have always been polite and helpful whenever possible, and yes I would recommend our Surgery to anyone.*
- ✓ *I'm happy with all the help the doctors do .*
- ✓ *Sue clover has got to be one of the most caring doctors i have ever seen! A true credit to the profession*
- ✓ *I've always had good service from all the staff at the Health Centre. Today I had exceptional service from nurse Rose Gregory (I'm sure that's her name) it was an asthma clinic, she was very thorough, I didn't feel at all rushed. A lovely person, tell her it was appreciated.*
- ✓ *Felt very supported and looked after. Care across several specialities was provided, all with a smile. Very professional and a world of difference from our previous surgery.*
- ✓ *Dr Letchford is a kind and compassionate person who always listens*
- ✓ *Given good advice about my pre diabetes condition by Practice Nurse Dana*
- ✓ *The staff are all very polite and the surgery very clean*
- ✓ *Efficient surgery !*
- ✓ *Sue Clover is an amazing person and has a lot of compassion for her patients. I feel safe knowing I can ask her for help with my emotional and physical health. Sue Clover, Claire and Dr Redfern were there for us during the worst days and months any family could go through. Thank you doesn't cover our gratitude*
- ✓ *It's hard for me because I have such complex health issues. Since joining this surgery, I've felt that the GPs often focus on the basics — and if all the "basic" tests come back normal, it's assumed that I must be fine. But I'm not. Sometimes, there needs to be a moment to step back and recognise that some patients are more complex and need a more curious, investigative approach. I do empathise with the GPs, as it seems that when a patient presents with complex issues, they are often limited in who they can refer to or what pathways they can access. We're in a very strange and difficult*

*place with healthcare at the moment, and I just wanted to express how that feels from my side as a patient.*

- ✓ *Completely impressed with Gresleydale Surgery. This is how a Doctor's surgery & Health-centre should be in 2025.*
- ✓ *This was my best smear test ever. Quick comfortable and efficient.*
- ✓ *I felt Dr read was very good and listened to what I had to say and took on board on how I was feeling.*
- ✓ *Nurse was lovely, I was nervous due to past experience but she reassured me and the vaccine didn't hurt*
- ✓ *Denise is a credit to the practice and to the profession. Friendly and approachable abo*
- ✓ *Dr Letchford is the best*
- ✓ *The receptionist Emma was extremely patient and helpful considering the queue had been very long. Dr. Letchford actively listened to me and I felt heard and understood*
- ✓ *All Staff are Very Good. The Lady on Reception that day was Amazing.*
- ✓ *The best surgery in the area & can always guarantee I get a great service from the time I walk in to the time I leave I couldn't ask for better care*
- ✓ *First appoint with Mrs Wildsmith and yet another excellent member of the team here, staff and surgery are excellent*
- ✓ *I am very pleased with all my treatment provided from Dr Whitehouse. She is a fantastic person.*
- ✓ *Excellent professional staff*
- ✓ *Excellent patient experience*
- ✓ *I rang at 8am yesterday, spoke to a doctor within 2hours and had a blood test 2 hours after that and told results will be back within 2 days. Well done Gresleydale massive improvements made*

## ✓ Improvements:

The areas where improvement is required falls into three categories this quarter:

1. Wait times in the waiting room
2. Blood Appointments

### 1. Wait times in the waiting room – comments received:

- Sat for 45min as Dr was running late. Very dismissive and ignored most of my symptoms. I checked my file and sure enough she'd only listed one or two? I was clear in my answers but she only wanted to fixate on my foot as this was the most prominent at that time. I quoted the Nice guidelines and she cherry picked the paragraphs that suited her. I felt that I'd wasted my time and feel I have no choice but to get on with it and suffer in silence.
- Large wait times waited 45 minutes to be seen then felt quite dismissed and not listened to. Repeated my symptoms multiple times while doctor yawned. Then asked what is it I want them to do. Those who do the bloods however are fantastic and always friendly and reassuring. Doctor Redfern is also amazing but very hard to get an appointment with as I know most other people want to be seen by her also. I prefer the care given at Ragsdale house.

*Clinics aim to run on time, but emergencies such as urgent hospital admissions, severe conditions like sepsis, or safeguarding concerns can cause delays, particularly during winter pressures. Reception will inform waiting patients if a clinician is running late. Sometimes, appointments take longer when patients present multiple issues, exceeding the standard 10-minute slot.*

*Whilst emergency situations are out of our control it would be helpful if patients with more than one issue book a double appointment.*

*If a patient has been waiting for more than 30min for their appointment the practice advice the patient to talk to the staff at the front desk.*

#### **1. Blood Appointments – comments received:**

- I had to wait 12 weeks for this blood test because I had to change the initial one. 6 weeks is unacceptable- blood tests used to be the quickest appointment to get at this surgery. I understand the phlebotomist has reduced her hours and is soon to retire - what plans are in place to improve this service?

*The practice acknowledges that we have had a resource issue with blood appointments this quarter. The practice has been working hard to resolve this. We encourage patients to use all the Phlebotomy services available in the area. These are:*

1. *Ragsdale House – blood appointments available. The Health Navigators will signpost patients to this service*
2. *Swiftqueue – the name of the appointment system for blood appointments at the hospital. The Health Navigators can send a link to patients. Patients simply register and can then pick a day and time suitable for them. There are often blood appointments available in 1-2 days*

3. At the surgery – the current wait time for a routine blood test here is now two weeks. We always have allocated resources to carry out urgent blood tests on a daily basis and the clinician should always indicate the timeline required.

A training and recruitment plan is in place for additional phlebotomy resources in practice.

**In this quarter we have provided:**

**7,411 GP Appointments**

**3,788 appointments on the same day**

**594 did not attend appointments**

