

F&F Improvements: April–June 2026

Total number of responses received during quarter: 1145

April: 399 responses

May: 407 responses

June: 339 responses

Executive summary: During April to June 2026, Gresleydale Healthcare Centre received 1,145 Friends and Family Test responses. Overall feedback was positive, with 93% of patients saying they would recommend us to friends and family. Patients highlighted kind, professional and supportive care from clinical, nursing, reception and administrative teams. Key areas identified for continued improvement include appointment access, communication about booking routes, care navigation and reducing the impact of cancelled appointments.

This quarter, we received many positive comments about our practice, staff and services. We greatly value this feedback and share it on our 'Shout Out' board in the staff kitchen. Patient feedback helps us recognise what is working well, identify opportunities for improvement and continue to enhance the patient experience.

Thank you to everyone who shared their views. A selection of comments received over the past three months is grouped below by theme:

Positive comments received:

- ✓ *Rose was wonderful*
- ✓ *Sue is very friendly and kind. She always asks about my family and remembers things about us all. She gives me time and listens and is thorough.*
- ✓ *My attendance with Dr Mair was very happy and getting my pain sorted*
- ✓ *Very Good Healthcare Centre, Dr Letchford is very helpful and does an excellent follow up , receptionist's very efficient, I would highly recommend this Surgery.*
- ✓ *Millie welcomed me with a lovely smile and was very considerate.*

- ✓ *I saw Dr Mangwiro, she was very helpful and supportive, explaining everything I needed to know.*
- ✓ *Absolutely brilliant*
- ✓ *Very good doctors and receptionists caring and understanding*
- ✓ *Very friendly, helpful and knowledgeable service provided. Thank you*
- ✓ *I saw the most compassionate caring nature tonight from one of your doctors. I was in reception and Dr Redferne came to shout a client through. A very frail couple stood up. Her husband was struggling to support her to walk a few yards and she seemed scared. Dr Redferne did not complain as it was 6.30 and instead asked the woman if she wanted her to carry her bag. She then offered her arm to help her walk into the consultation room whilst chatting and putting her at ease. A true ambassador of what the NHS stands for and inspirational.*
- ✓ *Dr Read and Belinda were very professional*
- ✓ *Nurse Walton was amazing and so professional*
- ✓ *Dr Low was lovely, listened to me thoroughly, I was very happy with my consultation*
- ✓ *The reception team are very kind, professional and try to accommodate my needs and the G.P. Dr Reynolds Kahn, is very understanding, supportive and thorough in finding resolves to my medical issues, thank you all.*
- ✓ *Doctor Read was very professional and friendly. She dealt with issues I raised fully and positively, arranging future contacts who could help me. I was very satisfied with Doctor Read's approach and left feeling much better than when I went in.*
- ✓ *Very good service from Dr Lomas. Prompt and caring. Good follow up from him.*
- ✓ *Dr Thomson was really professional and compassionate. Straight talking and clear. Thank you!*
- ✓ *Because it doesn't matter what problems I have the receptionists will always help me the best they can then once I get to see whoever I need I am treated with respect & listened to*
- ✓ *Dana was very friendly and professional. She put me at ease during the appointment.*
- ✓ *Best doctors for miles*
- ✓ *Dr Whitehouse is great at what she does. The level of attention and care she gives at appointments is by far the most reassuring and helpful I've ever experienced as a patient at a GP practice.*
- ✓ *Nurse Georgia is such a lovely lady, she has a calm and kind presence and is very empathetic. Just great, an asset to the centre. Thank you*

- ✓ *Very efficient. Nurse Rose is always very nice and informative in my care.*
- ✓ *Excellent standards*
- ✓ *Very good sympathetic treatment by Dr.Uwadiae*
- ✓ *Love Lisa.*
- ✓ *I enjoyed my time with the student doctors. They were very thorough and professional.*
- ✓ *I personally think the secretaries don't get enough thanks. So here I am. I can't thank them enough for helping me today, so thank you ladies, you're all amazing.*
- ✓ *Emma was excellent. Enabled me to fully describe my condition and followed by triage and excellent conversation with a referral to Queens Hospital*
- ✓ *Very easy to communicate now thanks to Emma - no more messages saying the queue is full*
- ✓ *I have always found all the staff at this surgery welcoming, professional, empathic and friendly. Not keen on the new booking system 'Emma' but I have been triaged quickly once you can get past all the questions.*

Positive themes:

1. Kindness, compassion and empathy

Patients repeatedly described staff as kind, caring, compassionate, supportive and empathetic. Several comments highlighted staff taking time to reassure patients and make them feel at ease.

2. Professionalism and high standards of care

Many comments praised doctors, nurses, receptionists and administrative staff for being professional, thorough, knowledgeable and efficient.

3. Listening, communication and reassurance

Patients valued being listened to, having things explained clearly, and feeling able to describe their concerns fully during consultations or triage.

4. Positive experience across the whole practice team

Feedback recognised not only GPs and nurses, but also receptionists, secretaries, students and administrative staff, showing appreciation for the wider team.

5. Access, triage and follow-up support

Several comments mentioned prompt care, helpful follow-up, referrals, improved communication through Emma, and being directed to the right support, although some patients still found the booking system challenging.

Areas for improvement following patient feedback

Themes and trends

YOU SAID	REVIEW	OUTCOME
Access Patients told us that booking a routine appointment can be difficult. Some patients reported long waits for appointments or uncertainty about why they were signposted to NHS 111, pharmacy or another service. Patients also asked why appointments may be cancelled and why booking links sometimes show no available appointments. • <i>'Went into surgery to book. No appointments available for 2 weeks'</i> • <i>'Why am I referred to 111?'</i> • <i>'I can't get a GP appointment'</i>	Patients can 'request a routine appointment' through the practice website using a form here: Use this link to request a routine GP appointment https://gresleydale.co.uk/services/managing-your-health-online/online-forms/request-a-routine-gp-appointment/ We ask patients to tell us the reason for the appointment and, where possible, their preferred clinician to support continuity of care. The response and wait time for a routine appointment will depend on the nature of the request and current demand. This approach helps us prioritise urgent care needs on the day while continuing to manage routine requests. We aim to respond to routine requests within 24 hours. We have reviewed the appointment section on our website to make it clearer how patients can access urgent and routine care. Where appointments need to be cancelled due to unforeseen circumstances, such as staff sickness, we will always try to offer an alternative appointment. We have also reviewed the process for sending appointment booking links to improve patient experience and reduce the likelihood of patients receiving a link when no appointments are available.	Action taken: We continue to encourage patients to request their preferred GP where continuity of care is needed. Routine appointment availability is reviewed regularly, and appointments are released daily to help meet demand. Patient education: The practice will create and share educational videos to support and promote our website, for example, 'How to request a routine appointment' using the website form. Care navigation: To support BMA safe working guidelines for practice staff, patients may be signposted to the most appropriate urgent care service when demand outweighs practice capacity. This may include NHS 111, NHS 111 online or pharmacy services. Care navigation helps direct patients to the right clinician or service, which may not always be a GP. Urgent care access planning: Following a review of urgent care access across

• <i>'EMMA has sent me a link that has no appointments available. What use is that?'</i> • <i>'My appointment cancelled at 8am on morning of appointment'</i>		Derbyshire, Swadlincote has been identified as an area requiring additional support to improve urgent care provision. This includes consideration of the need for an urgent treatment centre during core hours. For more information, visit https://derbyshireinvolvement.co.uk/urgent-care. Business continuity: A business continuity plan is in place to reduce the impact of staff sickness on appointment availability. Two additional nursing team members and an additional GP have been recruited to support practice growth. Booking links: We will contact patients by telephone to arrange appointments where possible. We have changed the appointment booking process to ensure capacity is available when booking links are sent. Patients will also be advised that appointment availability opens daily and to retry and that booking links remain active for seven days.
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Summary

Patient feedback has improved, and we have seen a reduction in comments relating to long telephone waiting times, missed calls and engaged tones. We will continue to monitor patient feedback each month and use this information to inform service improvements, staff training, communication updates and access planning.

Friends and Family 2026-2027

