

1st February, 2021

Dear Valued Patients,

Thanks to those of you who participated in the questionnaire we recently conducted in order to collect feedback from our patients.

We have now completed our analysis of the feedback and would like to share some of the significant findings with you.

Overall, we found that:

- most of our patients are happy with the level of healthcare they receive at our practice
- most of our patients are happy with the service they receive from our administration staff
- there are several ways we can improve the level of healthcare we provide

We are very pleased to report that most patients rated the following aspects of our practice as 'very good' or 'excellent':

- The clinician at my last visit treated me with respect.
- The clinician had enough time to listen to what you had to say
- Privacy when you were examined

The feedback also indicated areas that we can improve, including:

- Being able to see a doctor at the clinic when you needed urgent care
- Privacy in waiting areas
- Suitability of clinic opening hours

As a result of the feedback collected from our patients, we are planning to make some changes to improve the services and care we provide. We will give you more information about these changes when we have finished our planning so you can see how your feedback is helping us improve.

Thank you again for your valuable contribution.

We look forward to continuing to provide you with quality healthcare.

Yours faithfully,

The GPs and staff members at Our GP Medical Centre Spring Hill

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