

Beechfield Medical Centre – Patient Experience Survey January 2026 📌

Thank you to everyone who took the time to complete our January 2026 Patient Experience Survey. Your feedback is incredibly important to us and helps shape how we continue to improve our services for patients.

This survey reflects patient experiences since Total Triage has been fully in place, and gives us valuable insight into how our current systems are working for you.

🌟 What Patients Told Us

1. Easy Access to Care

Most patients told us they found it easy to contact the practice and seek care or advice. This included contacting us online, by phone, or attending in person. These results show that our current access arrangements are working well for many patients.

2. Timely Care and Advice

A large proportion of patients said they received care or advice as soon as they felt it was needed. This is particularly encouraging during the winter months, when demand for appointments is traditionally higher.

3. Care That Works Well

The majority of patients felt that the care or advice they received worked well for them. This reflects the dedication of our clinical and non-clinical teams to ensuring patients are directed to the right care at the right time.

4. Positive Overall Experience

Most patients described their overall experience as positive or above average, with many confirming that their needs were fully met during their contact with the practice.

🗣️ What Patients Continue to Tell Us

While feedback remains largely positive, some patients shared that:

- Waiting times can still feel longer than they would like
- Not every interaction feels smooth or straightforward
- A small number felt their needs were not fully met

We value this feedback and use it to guide ongoing improvements.

🔧 What We're Doing Next

Based on your feedback, we will continue to:

- ✓ Refine and improve our Total Triage system
- ✓ Maintain access to face-to-face appointments where clinically appropriate
- ✓ Improve communication and manage expectations around waiting times
- ✓ Ensure all patient concerns are listened to and addressed respectfully

 **Thank You**

Thank you for taking the time to share your experiences. Your feedback plays a vital role in helping us deliver safe, timely, and patient-centred care for our community.

Together, we will continue to improve Beechfield Medical Centre for everyone 