

## **Beechfield Medical Centre – Patient Experience Survey 2025**

Thank you to everyone who took part in our recent Patient Experience Survey. Your feedback helps us understand what's working well and where we can continue to improve. Below is a short summary of what patients told us when comparing the most recent survey with the previous one.

### **What's Improved Since the Last Survey**

**1. Easier to Get Care** - Many more patients said it was easy to seek medical care or advice. This includes phone calls, face-to-face appointments, and online contact. Patients reported that contacting the practice now feels more straightforward and accessible.




**2. Shorter Waiting Times** - A large number of patients felt they received care or advice as soon as was necessary. This shows improvement in how quickly we are able to respond once you contact us.

**3. More Face-to-Face Appointments** - Lots more patients were seen in person compared with the previous survey. This reflects our commitment to offering face-to-face consultations where needed.

**4. Better Overall Experience** - Most patients said their consultation or interaction with us worked extremely well. More people also reported that their needs were definitely met, and general satisfaction with the practice was higher overall.

### **What Patients Continue to Tell Us**

While feedback was overwhelmingly positive, some patients shared that:

-  They sometimes still have to wait longer than they would like.
-  Not every experience goes as smoothly as it should.
-  A small number felt their needs were not fully met. We take all feedback seriously and will continue working to improve access and communication.


### **What We're Doing Next**

Based on your feedback, we are:

- ✓ Continuing to increase availability of face-to-face appointments
- ✓ Improving our telephone and online access systems

✓ Reviewing processes to reduce waiting times

✓ Ensuring all patient concerns are addressed respectfully and effectively

 **Thank You** - Your views shape how we improve our services. Thank you for taking the time to share your experiences—together we can make Beechfield Medical Centre the best it can be for our community.