🩺 FIRSWAY HEALTH CENTRE

💬 YOU SAID • ✅ WE DID

Thank You for Completing the GP Patient Survey 2026

🎯 OUR IMPROVEMENTS IN NUMBERS

🟢 **55%** ⬆️ from 41% - 👩‍⚕️ Patients able to see their preferred healthcare professional

🔵 **77%** ⬆️ from 70% - 🗓️ Patients offered a choice of appointment day or time

🟣 **66%** ⬆️ from 54% - 📲 Patients finding it easy to contact us through the NHS App

🟡 **76%** ⬆️ from 72% 🧠 Patients feeling their mental wellbeing was considered

🟠 **93%** 💬 Patients knowing what would happen next after contacting us

🟢 **80%** ☎️ Patients rating their experience of contacting the practice as good

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✅ WHAT WE CHANGED

👩‍⚕️ Improved continuity of care and appointment booking processes.
🗓️ Increased flexibility and choice when booking appointments.
📲 Promoted the NHS App and introduced Digital Champion support.
💬 Improved patient communication, text messaging and updates.
🧠 Increased mental health information and support signposting.
☎️ Continued customer service training and call quality reviews.

🚀 WHAT'S NEXT?

- Better support for patients with long-term conditions
- Improved communication and access
- Improved telephone access and patient information
- Maintaining confidence and trust in our clinical team

💙 THANK YOU

Your feedback drives improvement.

🌟 **YOU SAID. WE DID. WE CONTINUE TO IMPROVE.** 🌟