



## GP Patient Survey – You Said, We Did

Based on GP Patient Survey Results (July 2025)

### What's working well

- Easier to get through on the phone
- Helpful and supportive reception team
- Most patients felt waiting times were about right

### What we've improved

#### Online access

- New NHS-style website
- Regular updates
- Improving NHS App access

#### Seeing your preferred clinician

- Pre-bookable appointments

#### More choice

- More advanced booking options

#### Consultations

- Better listening
- Focus on what matters to you
- Mental wellbeing support
- Shared decision making

### Extra support available

- Social prescribing
- Community services
- Local support organisations

### Have feedback?

Speak to our team or visit our website