

Patient Views

To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully we carry out twice yearly satisfaction surveys of the people who use our services and treatments and use the results to make prompt changes where required including undertaking relevant audit to make improvements.

This also enables the practice to ensure compliance with its quality monitoring policy in line with its standards. These results will be available for patients and their families. Where required feedback will be discussed amongst relevant staff, staff meetings or focus groups. These will also be issued to the HIW as and when requested.