



Concord Medical Practice Friends & Family Survey

Survey for Month: November 2025

Total responses received: 87

Overall experience very good	71
Overall experience good	9
Overall experience fair	0
Overall experience neither good nor bad	5
Overall experience poor	1
Overall experience very poor	1
Overall experience not known	0

Positive comments received this month, included:

Very helpful and sorted my query very quickly and efficiently

Always lovely nurses make you feel relaxed

Ongoing health problems got to see Dr soon as.

Very personable, made me feel calm and at ease

Managed to login to register at the practice with no problems. Didn't have to wait too long to see the doctor

Everything happened when we agreed it would happen.

The information I needed wasn't only given to me, but fully explained.

Doctor was very understanding

Online facilities worked really well, applied for fit note I needed with ease which was needed for my mental health right now and got approved efficiently

I always feel as though the staff are very pleasant and helpful.

Doctor very approachable and helpful

The GP spent time to listen to all my concerns with my ongoing issue and wisely erred on the side of caution and referred me to A&E

Excellent practice

I cant speak highly enough of this practice

I got an appointment sooner than I thought, I have never managed to call on an afternoon and get an appointment

The dr listened and gave me some gel which really helped

Negative comments received this month included:

Doctor is too rushed did not go through the issues I have, I have pain and discomfort and no medication offered, just told I am being referred.

More parking spaces and grit the car park

Waiting time

Doctor was late

You didn't send a referral that the doctor had arranged, I had to flag the issue myself when I heard nothing. I was diagnosed with NAFLD a while back but even though I have visited the doctor with complaints of abdominal pain this has never been checked again. I was referred to cardiology in May 24, they have told me they require further information from my GP but he didn't respond so they closed the appointment.

Practice response to feedback:

Thank you for taking time to fill out our surveys we appreciate your feedback it helps us improve our services.

Thank you for raising these concerns. We are sorry to hear that some patients felt unheard or rushed. This is not the standard of care we aim to deliver. Your feedback has been shared directly with the clinical team for reflection and discussion.

We know how important it is to feel listened to, to have your symptoms thoroughly explored, and to receive clear explanation about your condition and treatment. We will continue to support our clinicians through ongoing training and ensure these learning points are used to improve future patient experience.

We are also reviewing cases where patients felt appointments did not achieve what they expected, such as blood tests or specific investigations. If there has been a misunderstanding or miscommunication, we apologise. We encourage any patient with ongoing concerns to contact the practice so we can investigate these individually.

Thank you again for your feedback—positive and negative. We remain fully committed to improving our services and ensuring every patient feels respected, heard and cared for.