



GP Ratings

EVIDENCE PACK

Patient Feedback Analysis Report

PRACTICE NAME The X Surgery

PRACTICE CODE N/A

ADDRESS Cheshire

REPORTING PERIOD Jan 2020 - Mar 2026

Generated on 3 Mar 2026

EXECUTIVE SUMMARY

Performance overview

Neutral summary of patient feedback themes and engagement indicators.

KEY PERFORMANCE METRICS

CQC METRIC	VALUE	STATUS
Total approved reviews	261	
Overall satisfaction	68%	• Good!
Response rate	0%	• Attention required
Trend direction	Improving	• Positive

12-MONTH TREND



Overall satisfaction trend for reporting period.


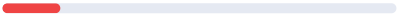
PROFESSIONAL SUMMARY

The X Surgery receives mixed feedback reflecting significant operational challenges alongside clinical strengths. Positive themes centre on responsive communication, efficient appointment access via digital platforms, and staff courtesy. Concerns focus on appointment availability, system reliability, prescription management delays, and inconsistent access to GP consultations. Recent service changes have generated polarised responses.

CQC-ALIGNED QUALITY EVIDENCE NARRATIVE

Safe: Domain evidence pack

Evidence for the SAFE domain, including quantitative indicators, qualitative themes and risk flags.

<p>CLEANLINESS SCORE</p> <h1>72%</h1> 	<p>SAFETY THEMES</p> <h1>5</h1> <p>Aligned mentions</p>	<p>GOVERNANCE ALERTS</p> <h1>5</h1> <p>Active monitoring required</p> 
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KEY ASSESSMENT THEMES

- Appointment access and booking system reliability
- Communication channels and response times
- Staff courtesy and professional conduct
- Prescription and medication management processes
- Digital platform functionality and security

RISK FLAGS & GOVERNANCE COMMENTARY

- Recurring reports of prescription delays and missing documentation
- Concerns about WhatsApp security for clinical consultations
- Patient reports of missed appointments and check in difficulties
- Inconsistent access to GP versus non GP clinicians
- System failures affecting online booking functionality

PROFESSIONAL SUMMARY

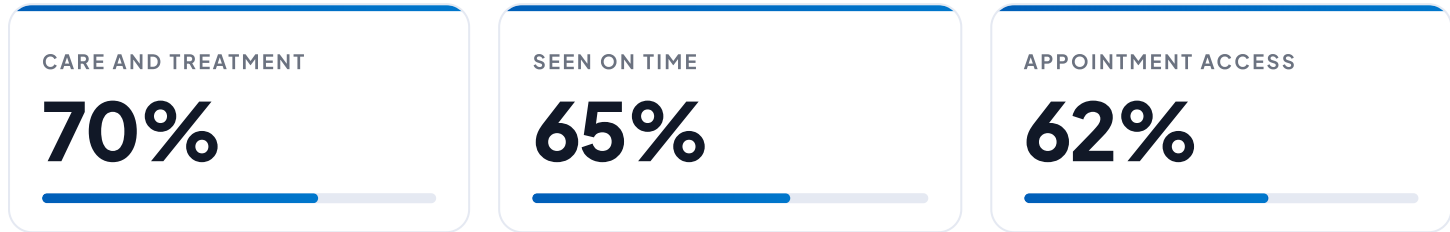
Safety concerns centre on prescription management reliability, digital communication security, and appointment documentation accuracy. Multiple patients report prescription delays, missing records, and incorrect sample containers. WhatsApp consultation security has been questioned. Some patients report being turned away despite health concerns. System failures affecting booking and communication require attention to ensure patient safety and care continuity.

DOMAIN 02 – EFFECTIVE

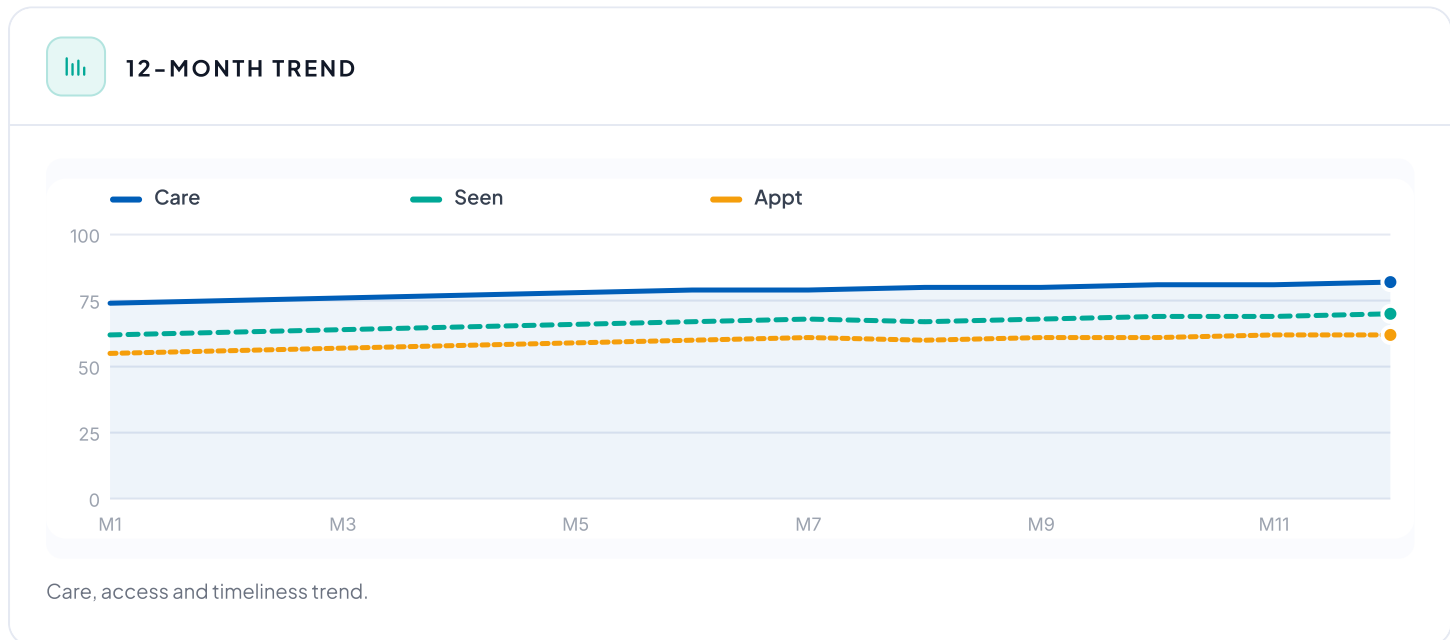
CONFIDENTIAL

Effective: Clinical care and outcomes

Indicators and themes relating to effectiveness of care delivery, access and timeliness.



- ### EVIDENCE THEMES
- Same day or rapid appointment availability when accessible
 - Efficient diagnostic test scheduling and results communication
 - Responsive clinical decision making and referral processing
 - Coordinated care across multiple practitioners
 - Proactive health monitoring and medication review



Caring: Compassion and respect

Indicators and themes relating to dignity, empathy, and patient-centred interactions.



DEMONSTRATED STRENGTHS

- Staff warmth, friendliness and compassionate approach
- Attentive listening and thorough clinical examination
- Clear explanation of diagnoses and treatment options
- Respectful and considerate patient interactions
- Willingness to accommodate patient preferences and needs

OPPORTUNITIES FOR ENHANCEMENT

- Consistency in communication about test results and follow up
- Sensitivity training for staff interactions with neurodivergent patients
- Clearer explanation of medication changes and rationale
- Improved coordination between different appointment types
- Better support for patients with complex health needs

EVIDENCE REGISTER

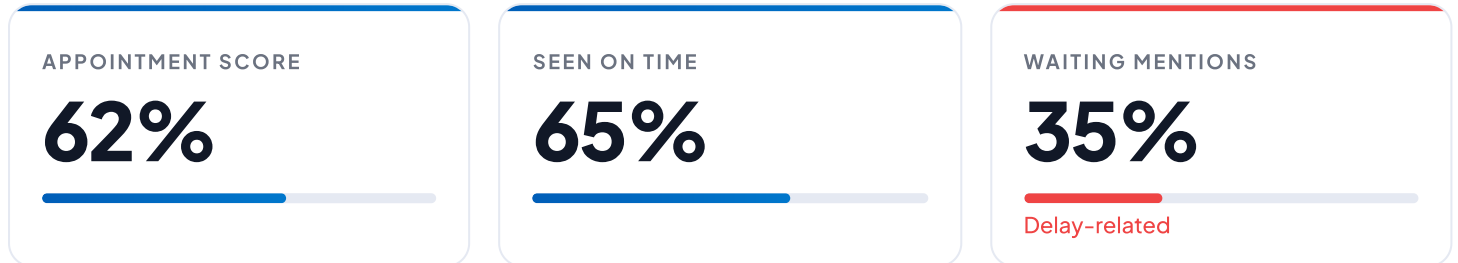
EVIDENCE SOURCE	REFERENCE	COMPLIANCE
Patient feedback and complaints log with themes and actions	REF-4409-EVL	In progress
Staff communication and customer service training records	REF-4409-UUY	In progress
Chaperone policy and audit documentation	REF-4409-MKJ	In progress

DOMAIN 04 – RESPONSIVE

3 Mar 2026

Responsive: Access and service delivery

Indicators and themes relating to appointment access, timeliness, and service communication.



COMMON FEEDBACK THEMES

- Appointment access and booking**
 - Mixed experiences with online booking system reliability and phone queue wait times
 - Positive feedback on same day appointments when successfully booked through digital platforms
- Continuity and coordination of care**
 - Appreciation for efficient referral processing and test scheduling
 - Concerns about inconsistent practitioner availability and care fragmentation

PRACTICE VS NATIONAL AVERAGE

METRIC	PRACTICE	NATIONAL
Appointment access	62%	52%
Reception	65%	61%
Care and treatment	70%	63%
Cleanliness	72%	68%

Green = above national · Red = below national

Responsiveness is characterised by strong digital communication capabilities and rapid response times when systems function. However, phone access remains challenging with long queues reported. Appointment availability varies significantly. Patients value the convenience of online platforms but report frustration with system reliability and occasional access barriers.

DOMAIN 05 – WELL-LED

Well-led: Governance and engagement

Evidence of feedback monitoring, moderation, and continuous improvement within governance processes.

3 Mar 2026

PUBLIC RESPONSE RATE

0%

IMPROVEMENT ACTIONS

03

Logged actions

MONITORING FREQUENCY

Monthly

Governance cadence

QUALITY MONITORING EVIDENCE

- Appointment booking system performance metrics and user feedback analysis
- Prescription processing audit and medication error reporting records
- Patient complaint and compliment tracking with response documentation
- Staff training and competency records for communication and clinical skills

ENGAGEMENT TREND



Patient feedback monitoring forms part of the practice's governance and continuous improvement framework.

EVIDENCE NARRATIVE

CONTINUOUS QUALITY IMPROVEMENT

Continuous Quality Improvement

Actions identified from patient feedback, tracked to support governance evidence.

<p>ACTIVE IMPROVEMENTS</p> <p>5</p>	<p>COMPLETED ACTIONS</p> <p>14</p>	<p>NEXT REVIEW</p> <p>28 Oct 2026</p> <p>Scheduled governance review</p>
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IMPROVEMENT TRACKER

ISSUE	ACTION TAKEN	STATUS	REVIEW
<p>Appointment booking system reliability</p> <p>QI-4409-NJI</p>	Transition to new digital platforms including WhatsApp and ChatDoc systems	In progress	3 Mar 2026
<p>Prescription processing delays</p> <p>QI-4409-AQD</p>	Implementation of online prescription request systems and pharmacy coordination	In progress	3 Mar 2026
<p>Phone access and queue times</p> <p>QI-4409-XTH</p>	Introduction of digital alternatives to reduce phone dependency	In progress	3 Mar 2026
<p>Appointment availability</p> <p>QI-4409-PMA</p>	Expansion of same day consultation options and extended access hours	In progress	3 Mar 2026
<p>Care coordination across practitioners</p> <p>QI-4409-FTV</p>	Development of multi disciplinary team approaches and referral pathways	In progress	3 Mar 2026

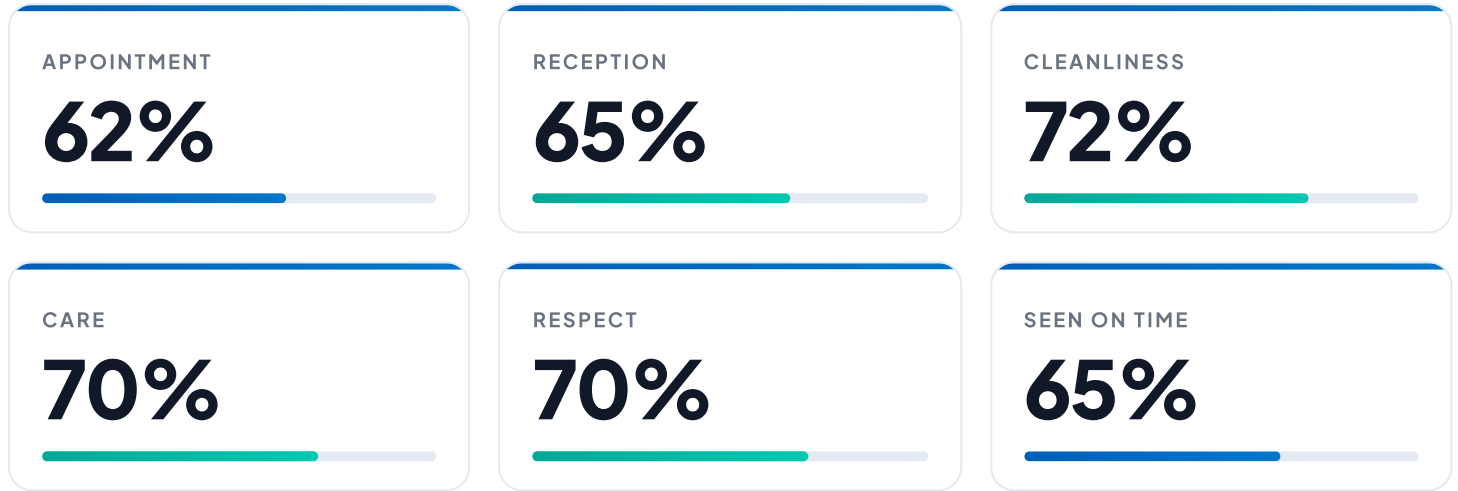
The practice has undertaken significant service redesign with digital platform implementation. However, improvements require sustained focus on system reliability, prescription accuracy, and appointment documentation. Feedback suggests need for enhanced monitoring of new systems and clearer communication about service changes to patients.

EVIDENCE SUMMARY NOTES

SUPPORTING DATA APPENDIX

Supporting Data

Detailed category breakdown, benchmark comparison and trend chart.



CATEGORY SCORES

CATEGORY	PRACTICE SCORE	NATIONAL AVG	VS NATIONAL
Appointment access	61%	68%	↓ 7%
Reception experience	74%	70%	↑ 4%
Cleanliness	84%	91%	↓ 7%
Care and treatment	79%	82%	↓ 3%
Respect and dignity	83%	80%	↑ 3%
Seen on time	68%	71%	↓ 3%

↑ Green = above national average · ↓ Red = below national average

METHODOLOGY AND ASSURANCE

Methodology & Assurance

Data sources, safeguards and AI usage disclosure.



DATA SOURCES AND COLLECTION

- GP Ratings platform data — moderated reviews only.
- Internal approval filters applied prior to any reporting output.
- Practice responses captured via secure conversation records.



AI USAGE DISCLOSURE

AI-assisted analysis is used to identify themes and trends across patient feedback. All outputs remain subject to human moderation and governance oversight. The system is configured to avoid personal data, clinical details and identifying information within report narratives.

SAFEGUARDS AND REDACTION

ANONYMISATION

Personal identifiers removed or pseudonymised where required prior to any analysis or reporting stage.

REDACTION

Clinical details excluded from all public summaries and evidence outputs as a matter of policy.

SECURITY

Data stored and processed with role-based access controls and comprehensive audit logging throughout.

PLATFORM

GP Ratings

Moderated patient feedback

PRACTICE REF

10248

GP Ratings system identifier

REPORT STANDARD

CQC 2024

Five domain framework