

You said, We Did – 2025

Following a low uptake for the NHS patient survey (115 respondents), we've sent out our own survey out to 3,175 of our patients. We've had back 380 surveys.

Our survey is a condensed version of the NHS patients survey, focusing on the main points, as shown in the NHS survey infographic.

Question One - Generally, how easy or difficult is it to contact the practice on the phone?

On the NHS patient survey, 41% of you had said contacting the practice on the phone was easy. This is an improvement on the 28% from last year.

On our survey this year, 52% of you have said you found contacting the practice via the telephone easy.

We are very happy to see an improvement on how easy you find it to contact us on the telephone.

We're committed to making accessing the practice as easy as possible for you.

We encourage all patients to use our AskmyGP form where possible to avoid having to queue on the phone line. These forms are the quickest way to contact the practice.

Our average queue duration to speak to a member of our reception and prescriptions team, in the past three months (July to September 2025) is 6m 15s. During this time our reception and prescriptions have answered 9,845 calls.

We will continue to ensure adequate staffing levels during busy periods and ensure patients are encouraged to use the online forms, where appropriate.

We will continue to audit telephone data to continuously improve our queue times.

We have introduced a new 'call-back' feature, that allows patients to remain in a virtual phone queue, where you will automatically be rang back when there is a break in incoming calls to reception.

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Question Two - Generally, how easy or difficult is it to contact the practice using our website?

41% of respondents to the NHS patients survey said it was easy to contact the practice using the website, compared to our survey which shows 52% of you found it easy.

We are happy to hear most of our patients have found it easy to navigate our website and make use of our online triage system.

We understand that not everyone has internet access or is comfortable using online services, so our staff are trained to either walk you through using the app or put your request through to the triaging GP on your behalf.

Our phone lines and front desk are always open through business hours to help you navigate primary care.

As part of our GP contract, the online triage system is now open through opening hours (Monday to Friday, 08:00 to 18:30).

This means you can submit your non-urgent appointment queries anytime we are open.

Below are some testimonials from our patients that have used our triage system in the past few months -

"I always have had excellent experience/service from staff at Donnybrook."

"Wonderful service and fantastic reception team."

"Nice to finally have a Surgery that puts its patients' wellbeing at the forefront."

"Amazing team, very helpful and accommodating, which is so important for working parents: I can't afford losing a day of work, so the team managed to meet my needs on numerous occasions to fit in an appointment at my best convenience. Really appreciate the support!"

"This is for us ultimately better, we don't waste money on bus fares, time on the phone and I find it easy to use."

"Happy with how fast I got a call from the surgery. Was impressed doctor offered to still have me come in if I wanted but I was happy with the consultation over the phone and doctor was able to prescribe medication. Doctor Alam was lovely and polite and efficient."

We will continue to monitor our patient feedback and make any necessary adjustments to the online triage process to ensure an efficient and safe process.

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Question Three - Overall, how helpful do you find our reception and administrative teams at the practice?

87% of respondents from the NHS patients survey said they found our reception and administrative teams at the practice helpful. This is a 20% increase from last year. From our own survey, 93% of you found our reception and administrative teams helpful. This is wonderful to hear. Where you feel like you haven't been helped to the best of our ability, please do let us know by either submitting a feedback form or contacting reception and ask to speak to our reception manager – Tracy.

We will continue to review patient feedback and ensure our reception team are up to date with training. This includes any external training surrounding patient care.

Question Four - Once you had contacted the practice, did you know what the next step in dealing with your request would be?

73% of respondents from the NHS patients survey said after contacting the practice, they know what the next step in dealing with their response would be. This is a 5% increase on last years survey. Our own survey shows 79% were informed of the next step would be.

Whether you call the practice, or submit an online form, you should be told what the next step would be. You will be informed the request will be dealt with, within the next two working days.

Once you have submitted an online form, you will receive a message explaining that your request will be triaged by a clinician, and an appropriate appointment will be made/advice given. If you have rang the practice, the reception team will explain this to you. Where you feel this hasn't been properly explained, please do contact our reception manager – Tracy.

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Question Five - How soon after you contacted the practice did you know what the next step would be?

According to the NHS patient survey, 93% of respondents said they knew what the next step in their request would be within two days. On our own survey 96% of you said you were informed within two days what the next step would be.

All requests for clinical advice go to the GP that is triaging that day. Although we do say requests can take two working days to be processed, the average time for the clinician to review the form, an appropriate appointment/ booked/care navigated to the appropriate service, and yourself informed was 47 minutes when audited for June to September 2025.

We will continue to audit our request form turnaround, to ensure your requests are processed efficiently and safely.

Question Six - Overall, how would you describe your experience contacting the practice on this occasion?

According to the NHS patients survey, 62% of you would describe your overall experience contacting the practice as a positive one. That is a 3% increase on last year. Our own survey showed this number is even higher at 78%. We're happy to hear most of our patients describe their experience of contacting us as a positive one.

Since we implemented our new triage system several years ago, we've been taking your advice on how to best to utilise the system. Whilst demand is ever increasing, we appreciate your patience and collaboration to help make a system that works for everyone.

We encourage all patients to join our Patient Participation Group (PPG). The PPG is a collective of our patients that volunteer to meet us every three months to have an open and constructive discussion on what they think we can do as a practice to improve. We've found these meetings give us invaluable insight into the patient experience. It's also a good opportunity for you to ask us any questions you might have about how the practice works.