

You Said, We Did

Portishead Medical Group | Patient Feedback Summary | Last Quarter May 2026

Thank you to everyone who took the time to share feedback through our Friends & Family survey this quarter. We have carefully reviewed all responses and have identified the key themes from your suggestions and complaints below — along with the actions we have taken or plan to take in response.

1. Appointment Access & Waiting Times

This was the most frequently raised concern, with many patients commenting on long waits to secure an appointment — particularly for face-to-face GP slots.

You Said...	We Did...
<i>Waiting weeks (sometimes 3–5 weeks or more) to see a GP</i>	We are actively reviewing our appointment release schedule and increasing the number of pre-bookable slots. The job market for getting locum replacements is difficult, but we are working hard to recruit new staff. Over the last month we have reduced our routine waiting time by 2w and we hope to continue this improvement over the next few months.
<i>Difficulty booking an appointment online — requests going unanswered for days</i>	We are auditing our online request workflow to reduce response times and improve acknowledgement messaging, so patients know their request has been received. We would also like to confirm that everyone's request is triaged within 24 hours and this is done according to clinical need.
<i>Telephone booking — some patients would prefer to call to book</i>	We have ensured our phone lines remain open and staffed for appointment booking. A big part of moving to a triage system is that it allows people who have difficulties with access to the internet for whatever reason will have better access to the surgery by phone or coming down in person. We have lost the 8am queue at the front door.
<i>Smear test appointments are hard to book, especially around work hours</i>	We are reviewing our cervical screening clinic times to include more early morning or late afternoon slots to improve accessibility for working patients. On a separate note, we have been working hard to identify vulnerable people (including patients who have not had screening), and contacting them in person to discuss barriers to attendance and support them getting an appointment.

2. Running Late & In-Surgery Delays

A number of patients commented that appointments ran late, sometimes significantly, and that they were not always informed of delays while waiting.

You Said...	We Did...
<i>Appointment ran 20–50 minutes late with no explanation</i>	We are introducing better real-time communication in the waiting room, and this has been discussed at clinical meetings. The clinicians have been asked to feedback to reception if they are running significantly behind so reception can liaise with patients.

3. Reception & Administrative Experience

Most feedback about reception staff was very positive. However, a small number of patients noted experiences where interactions felt abrupt or unhelpful.

You Said...	We Did...
<i>Receptionist was rude, abrupt, or lacked basic politeness</i>	We take all feedback about reception seriously. This has been raised in our team briefing. All reception staff are reminded that warm, respectful interaction is a core expectation. I would also like to extend my huge gratitude to our receptionists who often work under a lot of pressure. Across the family and friends feedback from the last 3 months, our reception team is frequently described as helpful, friendly, and kind , with many patients noting they were greeted warmly and made to feel at ease on arrival . Several comments highlight how reception staff were efficient in arranging appointments and keeping things running smoothly , contributing to a seamless overall experience. Patients also appreciated the team's willingness to go the extra mile , whether assisting with bookings, resolving issues, or supporting them alongside clinical staff, reinforcing a strong first impression of the practice.
<i>Reception area needs improving / better organisation</i>	We have noted feedback about the reception environment and are considering signage, layout, and flow improvements as part of our facilities review. We are also looking at how we can improve the area for people who are neurodiverse as we are aware that it can be overwhelming.

4. Clinical Care — Specific Concerns

The vast majority of clinical feedback was overwhelmingly positive. A small number of patients raised specific concerns we want to acknowledge and address.

You Said...	We Did...
<p><i>Continuity of care — would like to see the same GP each time</i></p>	<p>We understand the value of continuity. While we cannot always guarantee the same GP, we are working to improve named GP allocation and to ensure records are thoroughly reviewed before every appointment. To help with this work we have appointed Matthew, one of our receptionists as a Continuity of Care Champion. Working closely alongside one of the partners Dr Mundell, our champion will be aiming to build a stronger culture of continuity across PMG.</p> <p>Below is a brief overview from Matthew about his role and objectives:</p> <p><i>My goal as Continuity of Care Champion is to improve the frequency with which our patients see the same GP, whether that is their preferred GP or their named GP. Feedback from patients has indicated that this is not something we consistently achieve, and we are keen to address this.</i></p> <p><i>We believe that improving continuity will help foster more personal relationships between patients and their GPs, leading to better health outcomes, improved patient satisfaction, and greater cost-effectiveness.</i></p> <p><i>My role will initially focus on educating both patients and staff about the benefits of continuity, identifying the patient groups who would benefit most, and exploring simpler, more effective ways for staff to provide continuity. I will also look at how we can measure and track whether the changes we implement are making a meaningful difference.</i></p> <p>Also, in 2025 Dr Ridd did an audit looking at our continuity and comparing it to figures in 2022. We have improved our continuity markers, with our score being 0.57, compared to a UK average of 0.52. Interestingly for a practice of our size we perform very well. Please see this document if you are interested in this more: Measuring continuity of care in general practice: a comparison of two methods using routinely collected data British Journal of General Practice We continue to look to improve our continuity, as we recognise the benefit to patients, but also the benefit to the staff as we are passionate about our job and get a greater sense of worth when having better continuity.</p> <p>When you do an online medical request, please do request continuity.</p>

5. Systems, Processes & Practical Suggestions

You Said...	We Did...
<i>Self-check-in screens not working</i>	We have flagged recurring issues with our IT provider and have a process for reception staff to manually check patients in when screens are unavailable. We are working to improve screen reliability. There have also recently been national issues with IT that has affected the book in systems. We have recently had an upgrade to our IT connections that should stabilise a lot of the issues we have recently had.
<i>Waiting room: louder announcements, quieter music; water filter; bin; fresh air</i>	We have reviewed the waiting room environment. We will look at audio levels for announcements and music, and ensure bins and ventilation are adequate.
<i>Building feels outdated — could be refurbished</i>	Facilities investment is considered as part of our longer-term planning. We have noted this feedback and will consider it in future discussions with our building management.

Thank You

The overwhelming majority of your feedback this quarter was positive and deeply appreciated by our whole team.

Your suggestions help us improve the care we provide to the whole Portishead community.

21st May 2026