

The Delamere Medical Practice

We conducted an Enter and View visit on the 7th October 2025 to gather patient and staff feedback on the practice. We received 291 survey responses, and some of this feedback is presented in this summary report. Also included are examples of good practice, recommendations, and a summarised practice response.

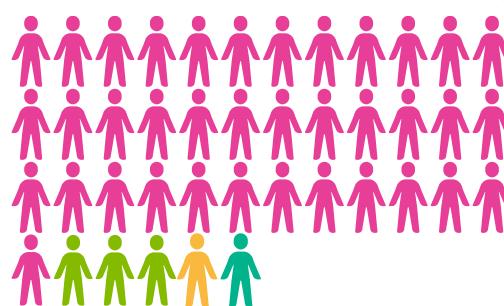
Survey Responses

259 Patients

18 Carers

7 Practitioners

7 Receptionists

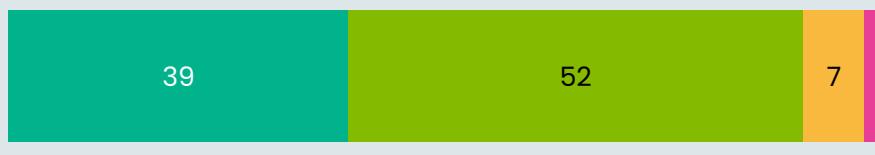


“The staff always do their best to help”

Patient Survey

● Always ● Sometimes ● Rarely ● Never

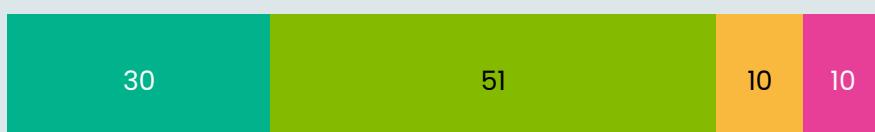
Do you feel your health needs are being met here?



Do staff listen to you and treat you with respect?



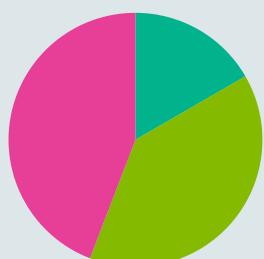
Have you struggled to get an appointment when needed?



Do you feel the practice takes complaints seriously and uses feedback to improve services?

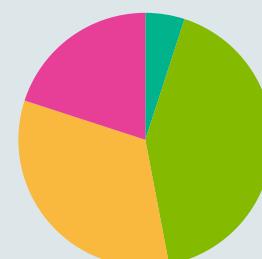


Is the practice accessible for your needs?



**Yes - fully
56%**
**Yes - mostly
35%**
**No
9%**

How do you feel about the waiting time to be seen?

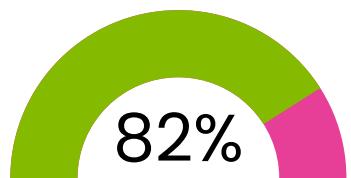


**Very Satisfied
5%**
**Satisfied
42%**
**Dissatisfied
33%**
**Very Dissatisfied
20%**

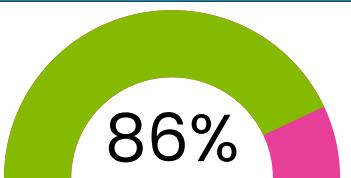
Enter and View

Summary Report

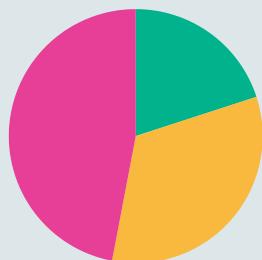
Have never made a complaint or raised a concern:



Have not faced any barriers due to disability, language or personal circumstances:



Are you aware of how to make a complaint about the GP practice?



Yes - very aware

20%

Somewhat aware

33%

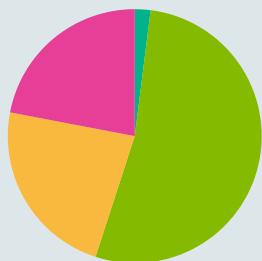
No - not aware

47%

What changes would make it easier for you to use this practice?

- Easier booking
- More appointment times
- Better communication

If you have ever made a complaint or raised a concern, how satisfied were you with how it was handled?



Very Satisfied

2%

Satisfied

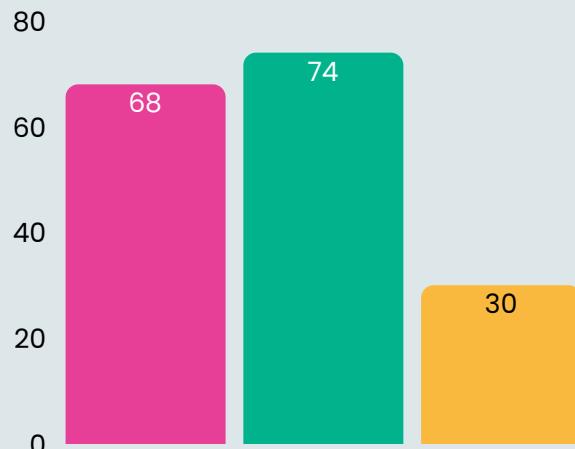
53%

Dissatisfied

23%

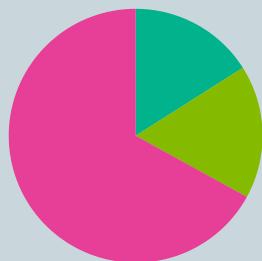
Very Dissatisfied

22%



Carer Survey

Have you been offered support as a carer?



Yes - sufficient

16%

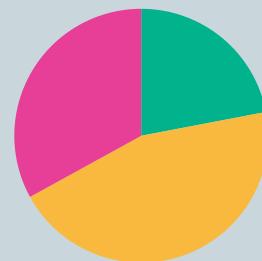
Yes - some

17%

No

67%

Do staff know you are a carer?



Yes - always

22%

Sometimes

45%

No

33%

Enter and View

Summary Report

Practitioner Survey

Awareness of key patient rights (choice, confidentiality, respect)



Do you discuss or act on patient feedback in your role?

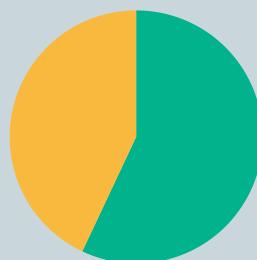


Are translation, interpretation, or advocacy services available?

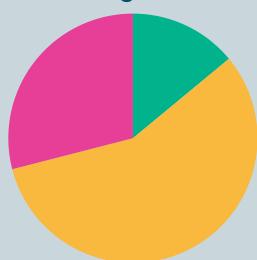


Receptionist Survey

How would you describe your role in supporting patients?



Are you satisfied with the training you have received on care navigation/triage?



Good Practice

- Reception Area Display Screen (helps patients with hearing impairments)
- Digital Check-In System
- Height and Weight Machine
- Lift Access to the Practice (helps those with mobility needs)
- Clearly-Labelled Toilets

Recommendations

- Reception area accessibility could be improved by adjusting seating layout and updating information posters
- Implement a Patient Participation Group (PPG) to enable dialogue with patients
- Offer digital inclusion training for patients who struggle to use online systems
- Refresher training for staff to ensure they know how to support patients with additional needs
- Adopt a 'You Said, We Did' Patient Experience model

Practice Response

"Thank you for sharing the report. We appreciate detailed analysis of the services we provide and the feedback you have taken from our patients. We have gone through the report and are pleased to see the positive feedback from the patients. At the same time, we have taken note of the areas your report has highlighted and surely the practice will work towards them."

"One thing I would like to highlight here is that in 2025 the practice had 3,577 DNAs (appointment booked but not attended by patients). If you could highlight this in your report when you publish so it will create an awareness that how NHS resources are going to waste and if our patients cancel the appointment in time, it will help other patients to be seen earlier than usual. For other areas you have highlighted in your report, the management and partners have discussed and will address them accordingly.

Yasir Ali
Practice Manager"