

# Woodseats Medical Centre Patient Survey Results 2025



# Woodseats Medical Centre Patient Survey 2025

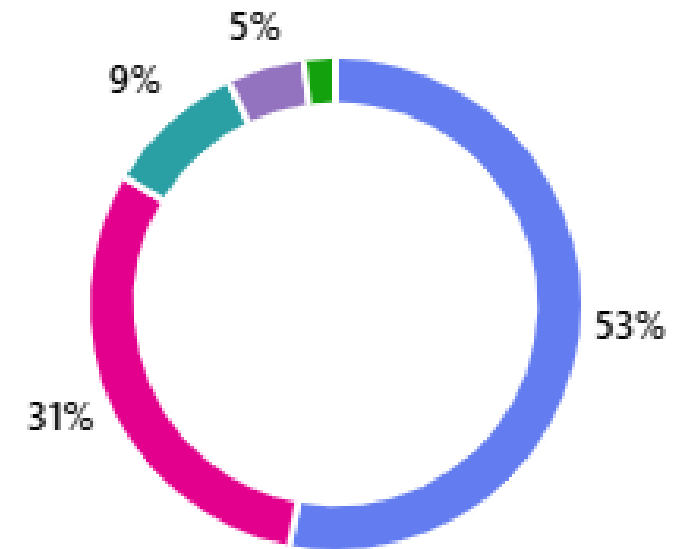
We are pleased to share the results of our 2025 Patient Survey and would like to extend our sincere thanks to the **926** patients who took the time to share their feedback with us.

Your views are invaluable in helping us understand what we are doing well and where we need to focus our efforts to improve. Hearing directly from our patients allows us to better shape our services to meet your needs and expectations.



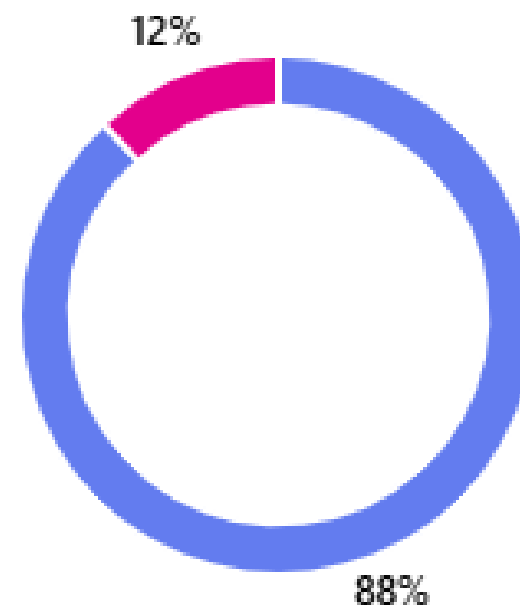
# 1. How would you rate the overall care provided by Woodseats Medical Centre?

● Very good	486
● Good	281
● Neither good nor poor	85
● Poor	46
● Very poor	19



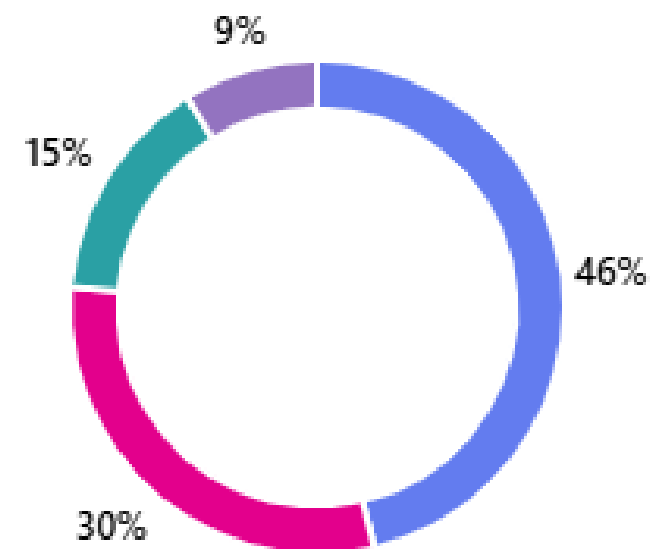
2. Have you used the online triage platform to contact Woodseats Medical Centre since it was implemented in late 2023?

● Yes	809
● No	108



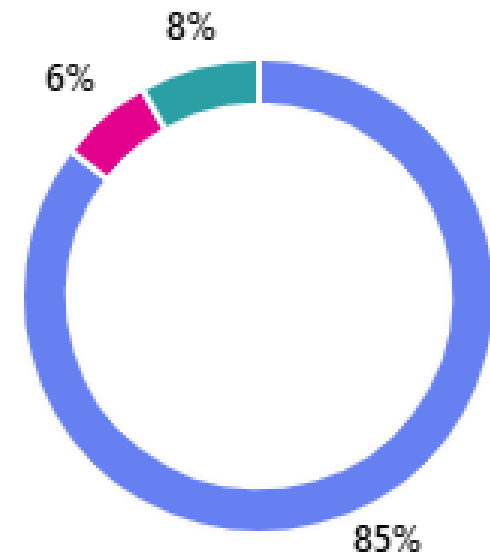
### 3. If you have used the online triage platform, how did you find the experience?

● Very good - Easy to use	389
● Good - Somewhat easy to use	252
● Neutral	125
● Poor - Hard to use	74



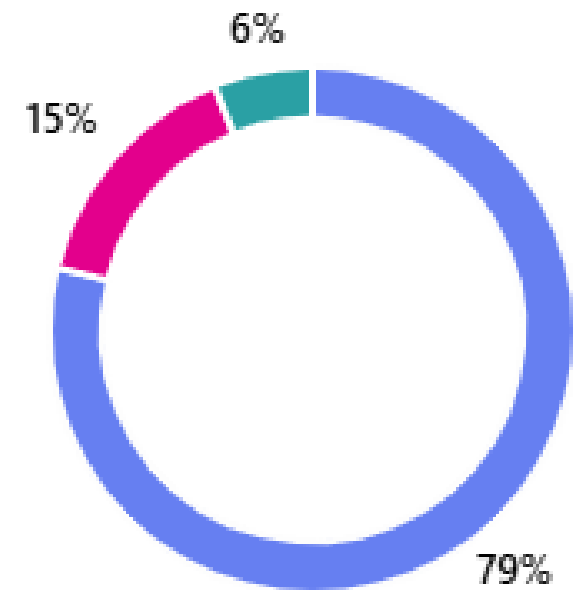
4. Was the turn around time to receive a response to your triage submission within a reasonable timeframe?

● Yes	728
● No	54
● Not sure	70



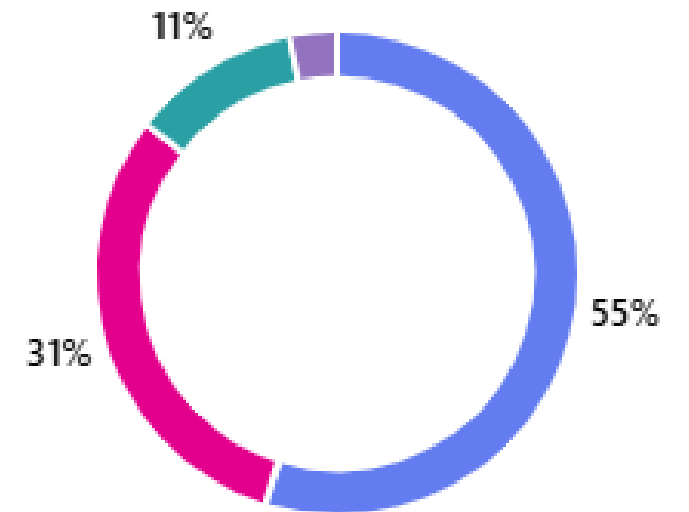
5. Did you receive your desired outcome from the triage submission? (For example, did you receive a self-booking link/appointment with the appropriate clinician?)

● Yes	674
● No	129
● Not sure	52



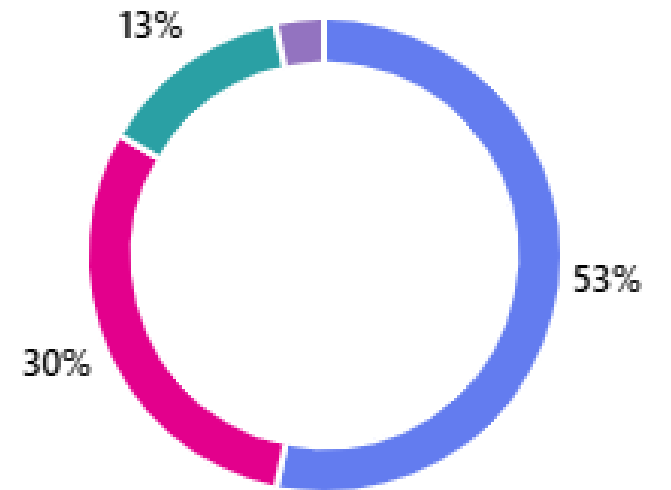
## 6. Were the appointment times available suitable?

● Yes, the appointment times offered were suitable	467
● Mostly, but there was some inconvenience	262
● No, the appointment times were not suitable at all	96
● I'm not sure/I don't remember	27

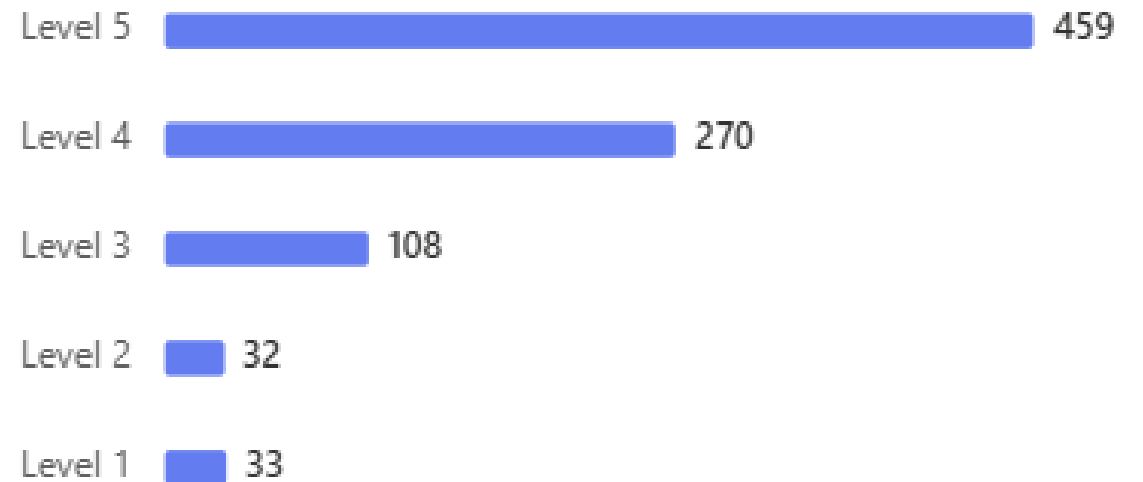


7. The triage form is currently open between 07.00am - 12.00pm, does this meet your needs?

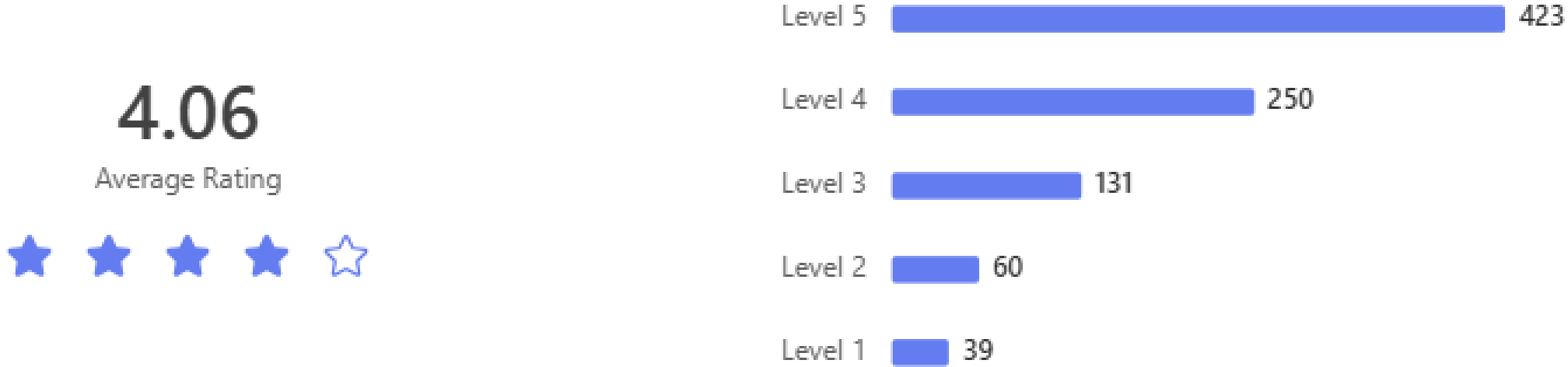
● Yes	467
● Somewhat, but it can be an inconvenience	265
● No	116
● Not sure	29



8. On a scale of 1 to 5, with 1 being 'Not at all' and 5 being 'Completely', how much faith do you have in your clinician's expertise and care?



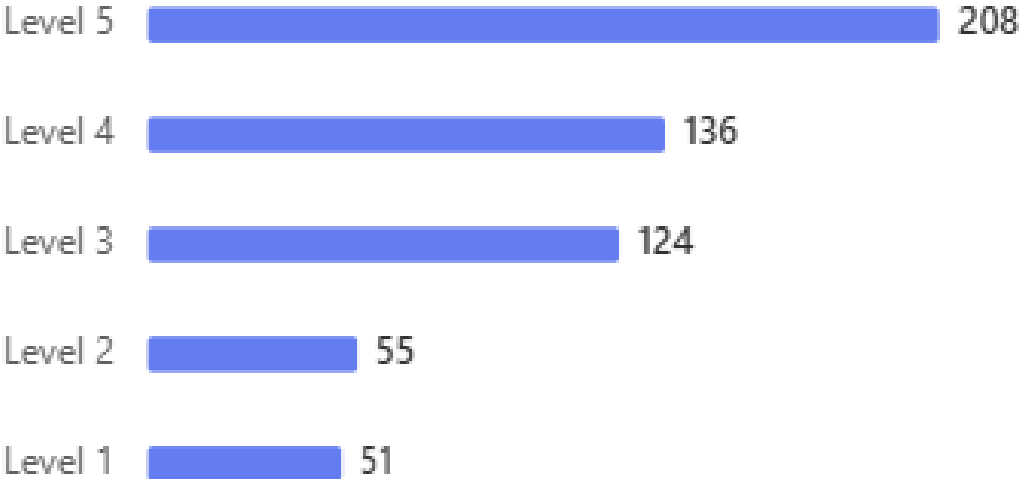
9. On a scale of 1 to 5, with 1 being 'Not at all' and 5 being 'Completely', how much trust do you have in our reception staff's professionalism and how would you rate your overall customer service experience with the reception team?



10. If applicable: On a scale of 1 to 5, with 1 being 'Not at all' and 5 being 'Completely', how would you rate the management team's openness and effectiveness in dealing with complaints?

3.69

Average Rating



# Complaints

## **Our Approach to Complaints**

At Woodseats Medical Centre, we are committed to being open, respectful, and responsive when patients raise concerns or complaints. Your feedback helps us to improve the care and services we provide.

## **How We Handle Complaints**

If you make a complaint or raise a concern, we will:

- Acknowledge your complaint promptly
- Investigate the matter fully and fairly
- Be open and honest if something could have been done better
- Explain what happened and why
- Share any learning or changes made as a result
- Offer a sincere apology where appropriate

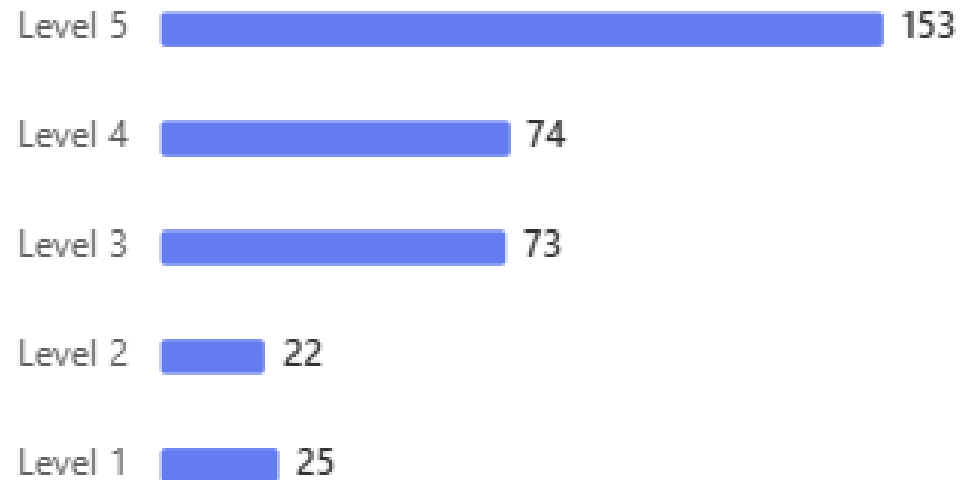
## **Escalation and Further Support**

We understand that you may not always be fully satisfied with the outcome of a complaint. That's why we always offer clear escalation routes such as the Parliamentary and Health Service Ombudsman (PHSO).

## **Our Commitment to You**

We view complaints not as criticism, but as an opportunity to listen, learn, and improve. Your voice matters, and we aim to handle every concern with professionalism, empathy, and transparency.

11. Duty of candour is a commitment that healthcare providers have to be open and honest with patients or their families if something goes wrong with their care. Woodseats Medical Centre is committed to adhering to these values. If you have experience with this, how would you rate our responsiveness?



# What is Duty of Candour?

Duty of Candour is a legal and ethical obligation for healthcare providers to be open, honest, and transparent with patients when something goes wrong with their care.

## **What Does This Mean for You as a Patient?**

If an incident occurs that causes or could cause significant harm, we will:

- Inform you about what happened
- Offer a sincere apology
- Explain clearly what went wrong and why
- Outline what actions are being taken to address it
- Learn from the incident to help prevent future issues

## **Why This Is Important?**

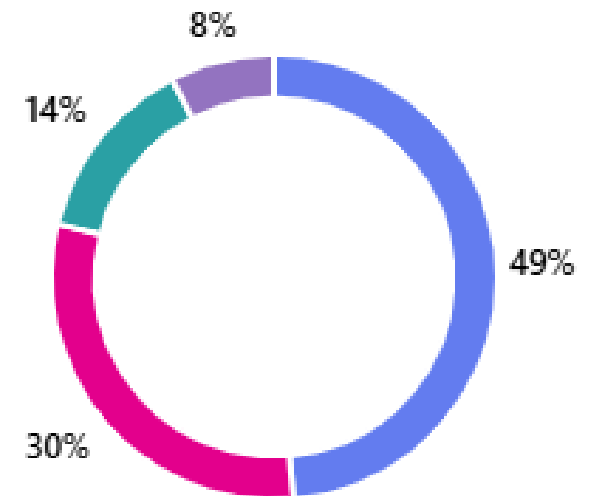
- Strengthens trust between patients and the healthcare team
- Promotes accountability and learning
- Ensures patients are treated with respect and honesty

## **Our Commitment to You**

At Woodseats Medical Centre, we are fully committed to the principles of Duty of Candour. If something goes wrong, you can expect openness, compassion, and a clear explanation of what will happen next.

## 12. Would you recommend Woodseats Medical Centre to your friends and family?

● Highly recommend	444
● Recommend	276
● Somewhat recommend	124
● Do not recommend	69



## Suggested areas for improvement:

We regret that we are unable to address specific instances of issues or concerns mentioned within the survey responses as this is anonymous. We encourage patients to reach out to us directly with any concerns they may have.

- **“The triage system isn't really fit for purpose as it often closes mid-morning.”** – We understand that it can be frustrating when the system closes earlier than expected, often mid-morning. Unfortunately, due to the unprecedented and continuing high demand on GP services, we sometimes reach the maximum number of patient contacts we can safely manage in a single day far sooner than we would like. On many days, this exceeds 200 patient contacts. To protect the safety and wellbeing of both patients and staff, we must operate within safe capacity limits. This ensures that those who do get through receive the appropriate care and attention they need, without compromising quality or safety. We are constantly exploring avenues for how to improve the patient experience.
- **‘I want to be able to submit a triage form at any point in the day or night’** – Our current system of only accepting triage forms in the morning helps us to prioritise care, allocate resources appropriately, and ensure that we can respond in a timely and safe manner. Allowing triage forms to be submitted throughout the day would place a significant additional demand on our administrative and clinical teams and could compromise our ability to act promptly for patients who become unwell later in the day. For example, if someone with an urgent medical issue were to submit a form at 4pm, we would need to ensure we have the staff and capacity available to assess and manage their care safely that same day. At present, this simply isn't feasible however is something we are actively discussing.
- **‘It appears that there is more time putting posts that are usually irrelevant on social media or sending bulk text messages than actually answering calls’** – Our social media is primarily managed by an external provider who focuses on health promotion. Their primary role is to support patients by signposting them to appropriate services, raising awareness of important health issues, and sharing helpful information that can benefit many in our community. The bulk text messages we send are carefully considered and are only used for communicating important updates or campaigns relevant to patient care. This work is entirely separate from our reception team, who work incredibly hard each day to manage a very high volume of calls and enquiries. Our team takes the time to ensure that every patient can ask any questions they may have, and that they are treated with the time, attention, and respect everyone deserves. Managing this level of demand is extremely challenging, and we kindly ask that our staff are treated with the same respect and understanding that they strive to show every patient.
- **‘I don't want to be sent to another GP practice to be seen’** - We understand that many patients prefer to be seen at their own GP practice and not be asked to travel elsewhere. The extended access service was implemented in line with contractual requirements, and initially, this service was delivered through Primary Care Sheffield. This meant that appointments were sometimes offered at locations such as Darnall or Hillsborough. However, we have listened to patient feedback and recognise that travelling to other practices isn't always convenient or practical. In response, we now host our own extended access clinic here at Woodseats Medical Centre every Thursday evening from 6:30pm to 9:30pm by appointment only. In addition, we offer Friday evening and Saturday appointments approximately once every six weeks, also based at our practice. In some cases, patients may still be directed to specific services elsewhere— for example, those with respiratory conditions may be better supported at a dedicated respiratory clinic at another practice. We always aim to provide the most appropriate care in the most suitable setting, and we appreciate your understanding as we continue to balance accessibility, patient preferences, and clinical safety.

## Suggested areas for improvement:

We regret that we are unable to address specific instances of issues or concerns mentioned within the survey responses as this is anonymous. We encourage patients to reach out to us directly with any concerns they may have.

- **“Sometimes the link received after completing a triage submission shows there are no appointments”** – We actively try and monitor the appointment requirements, however, there are sometimes instances when demand exceeds capacity, leading to the unavailability of appointments at certain times. However, if you contact us to inform us of this, we will review our ledgers and work with you to find a suitable appointment.
- **“I want to see the same Doctor every time”** - We completely understand that many patients value continuity of care and would prefer to see the same GP for each appointment. Wherever possible, we support this and have introduced self-booking links that allow patients to see which GPs are available and choose the appointment that best suits their needs. However, not all GPs work full-time, which means that it may not always be possible to see the same doctor every time, particularly for urgent or same-day issues. That said, we do our best to maintain continuity wherever we can, especially for ongoing or complex health concerns.
- **“People that don’t use the internet should be able to still phone”** - We understand that not everyone may have internet access. In such cases, we assure you that our phone lines will remain open. If you do not have internet access, you can call the practice on 0114 2850140 and our reception team will be available to assist you and may be able to complete the form on your behalf.
- **“Sometimes the call back doesn’t work, or you’re cut off in the queue”** – We’re very sorry to hear that some patients are experiencing problems with the call-back system or being cut off while waiting in the queue. We understand how frustrating this can be. If this happens, we kindly ask that you report it to us with the telephone number you called from and the date and approximate time of the issue. This information allows us to report the problem directly to our phone system provider for investigation and resolution.
- **‘I didn’t receive any feedback following a test’** - Due to time constraints and the high volume of tests processed each day, we are unfortunately unable to provide individual feedback for every result if no further action is needed. However, if you use the NHS App or a similar app such as Airmid, you can request full access to your medical record. This will allow you to view your test results as soon as they become available to us. Please note that we only receive results for tests that have been requested by our practice. If any result requires follow-up or further action, we will contact you directly. If you would like to check whether your results have come back or need clarification, you are welcome to contact us by phone and a member of the team will be happy to assist.

# Online Services

**“I cannot use the online service as it asks for my username and password”** – You do not need a username or password to access the triage platform, the direct weblink for this can be found here: <https://florey accurx.com/p/C88041>

A username and password is to access platforms such as the NHS app to access your online records. If you require login details for these platforms, please contact the Practice and we will try and best direct your enquiry.

The NHS App is a simple, secure way to access a range of NHS services on your smartphone or tablet. It empowers patients to take control of their healthcare quickly and conveniently, without needing to call or visit the practice.

## **Key features include:**

**View your medical records** – Access test results, vaccination history, and other parts of your health record (with full access granted by your GP).

**Order repeat prescriptions** – Request medication directly through the app and choose your preferred pharmacy.

**Check symptoms and get advice** – Use NHS 111 online or access trusted health information.

The NHS App is free to download and available on iOS and Android. Once your identity is verified and access approved, you can start using it to manage your health and care more easily.

# Comments in areas we are doing well:

(Some responses may have been edited for confidentiality purposes or clarity)

1. The care and kindness that my family have received should be noted. Thank you for always fitting us in and looking after us!
2. I am lucky to be with Woodseats Medical Centre. Never had a problem
3. You are there for us when needed & that is a comfort to know. Thank you
4. Have received exemplary care over the years. Very grateful to all the clinical staff. Staff on reception have always been more than helpful. Grateful thanks to all!
5. As a mum of two toddlers, I have used the service fairly regularly over the past 18 months and I have nothing but praise for the services provided. You have always been able to see my twin toddlers when needed and I have received some exceptional support from Dr Lucy Beales when struggling with my mental health late last year - I'm very grateful for all the support!
6. Always had excellent care from this surgery. Thank you
7. I have found all the clinicians to be competent but also human and can joke/be light-hearted appropriately. The healthcare assistants are the most competent, I imagine if one was squeamish, they would be a calming influence
8. I joined the practice in 2022 after very poor service from another surgery. I have had absolutely outstanding care from all clinicians I have seen in the practice & the receptionists are so courteous. As a senior NHS health professional with a busy diary i really do appreciate this & send a heartfelt thank you!
9. I have never had anything negative to say about the Practice. The staff are all amazing.
10. Woodseats medical staff and reception have been fantastic, they've helped us out once in a pickle. It's the best G.P. surgery in the world.
11. As a working person this surgery suits my needs brilliantly
12. Since I moved to the area, I've always had an excellent service from Woodseats medical centre

# Comments in areas we are doing well:

(Some responses may have been edited for confidentiality purposes or clarity)

13. Very satisfied with my Medical Centre who are professional and efficient
14. Excellent. Care given by all contacts to me. Many Thanks.
15. Always helpful truthful and caring.
16. Fabulous GPs.
17. Excellent staff and Doctors. Caring and understanding.
18. Service i and my family receive is excellent.
19. Reception staff are lovely really helpful and calm.
20. I've recently moved to Woodseats Medical Practice and have been really pleased with the support offered. I've felt that my needs and concerns have been listened to, with responses to my problems proportionate (e.g. where I've had to wait a little longer for an appointment, it's made sense, whereas when needing an urgent appointment this was responded to immediately). The staff I have spoken to have all been excellent.
21. Sophie Rhodes is an absolute credit to your team and has helped me very much.
22. Very happy with the service you offer
23. I find the staff are very well trained and so helpful.
24. Through the years I have been absolutely delighted with the whole service the centre has to offer
25. I find all the staff friendly and caring. Recently the receptionist went out of her way to be helpful.

# Comments in areas we are doing well:

(Some responses may have been edited for confidentiality purposes or clarity)

26. I love this doctors practice.
27. You're all great and do an amazing job so from me and my family. Thank you for the fantastic service you provide you should all be proud you are the best of the NHS.
28. I've always had very good care and have complete trust in this practice.
29. I highly recommend Dr Beales, she is exceptionally kind, considerate, knowledgeable, and patient - a credit to not only the surgery but the medical field as a whole.
30. Very well-run GP practice, staff always professional and caring
31. Although GP practices are obviously under pressure, the service is always courteous, efficient and caring
32. I have never had any issues since joining this practice. Everyone has always courteous and helpful
33. All staff are very friendly and helpful and make you feel well cared for. Very hardworking staff.
34. The care and treatment that family members have received has been excellent and always happened in a timely way. People are often amazed when I describe the service we have received. I think we are very lucky that Woodseats medical centre are able to serve their patients so well in the current political and economic climate. Thank you.
35. The Reception staff are very helpful, and supportive. As are the Nursing Team and Doctors. The Clinic always looks clean and is very spacious
36. All the doctors I have seen have been wonderful; they take the time to go through issues and work with you to make you feel comfortable. Having changed doctors due to moving house I was worried as I loved my old doctors, but this has been a great change.
37. We have been with the practice almost 70 years when it was at the top of Woodseats road. No complaints.

# Comments in areas we are doing well:

(Some responses may have been edited for confidentiality purposes or clarity)

38. Having only recently transferred to Woodseats Medical Centre I can honestly say I've found it a breath of fresh air compared to my previous GP surgery which I'd been with for 50 years.
39. WMC is a highly effective and compassionate centre. My frequent encounters with all staff and clinicians have been outstanding. Bravo.
40. I hope you keep up the good work
41. Always seen and treated by very professional friendly staff
42. On the whole, would recommend the practise. All staff very friendly and approachable
43. Great surgery, kind and understanding staff, timely appointments.
44. I would not want to move elsewhere, this practice is excellent, in particular big massive thank you to Dr Badham, she is very professional, takes time to listen and understand problem and follows up on promise that she made to me previously. Staff are generally very good and attentive.
45. Have received excellent care from Dr Keltie and Dr Cousins, thank you.
46. Always helpful and polite when I've contacted you.
47. All staff treat me with kindness I didn't have this at my last surgery. I can't believe how nice all the staff are from reception staff to nurses and doctors I haven't met one person that isn't so nice
48. Doctors have always been friendly and professional whenever I have needed treatment.
49. All the staff are fantastic

# Comments in areas we are doing well:

(Some responses may have been edited for confidentiality purposes or clarity)

50. The reception staff are the BEST team I have ever had the pleasure of dealing with (not just as a patient, but as a registered nurse also). They are obviously very busy, however, they are so kind, accommodating and caring to all patients. They have the time to listen, without prying too much into detailed medical issues. Their knowledge of criteria and importance is excellent (when I was concerned I was seriously unwell, they made sure I was seen within an hour, which helped as I needed to go to hospital urgently - and they had assisted in making sure I wouldn't have to be triaged again). Other GP surgeries, I have found that the reception staff are cold, dismissive and are unable to triage appropriately. Woodseats has none of these issues. I suffer with ADHD and Autism, and high anxiety so I struggle with phone calls - they make it so easy to email them (even long-winded messages due to my need to explain everything!) and they are so willing to accommodate my needs. The reception staff are a 10/10 and I really thank them for all of their help!
51. Fully confident in the service offered . Friendly staff and any issues resolved quickly and effectively. Wouldn't go anywhere else.
52. Consider myself very fortunate to be a patient at WMC
53. Thank you for all your wonderful expertise and care
54. As a new patient, I have been very impressed. Everything has worked very smoothly.
55. I feel fortunate to be registered with such a good GP practice.

An insight into some metrics on Woodseats Medical Centre's appointment data between  
6<sup>th</sup> January 2025 - 11<sup>th</sup> May 2025

(Statistics provided by the GP Appointments Data (GPAD) Dashboard via NHS Digital)

Current selection: WOODSEATS MEDICAL CENTRE (C88041) (6 January 2025 - 11 May 2025)

Appointment summary

 [Click here for appointments information](#)

Registered patients

**12,717**

Total appointments

**40,344**

3,172 per thousand reg. patients

DNA appointments

**709**

56 per thousand reg. patient

Face to face appointments

**18,064**

1,420 per thousand reg. patients

Appointments booked to GP

**10,991**

864 per thousand reg. patients

Appointments on the same day

**19,711**

1,550 per thousand reg. patients

# Appointment Statistics

The widely accepted guideline in General Practice is to offer between 100-120 appointments per 1,000 registered patients per week. Based on our patient population, this means we are expected to offer approximately 1,440 appointments each week.

Over an 18-week period, we were required to offer a minimum of 25,920 appointments. We are proud to share that our dedicated team went above and beyond, offering a total of **40,344 appointments** during this time — that's **56% more** than the standard expectation based on the upper guidance limit of 120 appointments per 1,000 patients, per week.

This figure highlights the extraordinary effort and commitment of our staff, who are working tirelessly under challenging conditions to meet the needs of all our patients. We kindly ask that you continue to treat our staff with kindness and courtesy.

Behind every appointment, phone call, referral or prescription, there is a team doing their absolute best to support you and your families in an exceptionally difficult time for GP Practices and the NHS as a whole.

An insight into some metrics on Woodseats Medical  
Centre's telephone data between  
6<sup>th</sup> January 2025 - 11<sup>th</sup> May 2025

Between the 6th January 2025 and 11th May 2025, amongst our whole team, we dealt with a total of **69,205 telephone calls**. This covers a period of 88 working days, meaning, on average, we handled **approximately 786 calls per day**, including both incoming and outgoing calls.

We understand how important timely communication is, and we want to reassure you that we are working hard to manage the high volume of calls we receive each day. Your patience and understanding are greatly appreciated as we continue to do our best to provide you with the support and care you need.

If you experience delays, please know it is never our intention, and we are continually looking at ways to improve access and responsiveness in line with the resources we have available.

## Practice Expansion

We're pleased to share that our Practice has recently undergone significant building work, marking an exciting step forward in our commitment to improving patient care and access. This expansion has taken us from 15 consultation and treatment rooms to 22, allowing us to enhance the services we offer and support a growing healthcare team.

The new rooms are located on the second floor and are primarily used by our nurses and healthcare assistants. There is a dedicated waiting area on the second floor, complete with its own calling screen for appointments.

We kindly ask all patients to initially check in on the first floor, either by using our new self check-in screens or by speaking to a member of our reception team. Please pay close attention during check-in, as the system will direct you to the correct waiting area — either upstairs or on the ground floor — depending on where your clinician is based.

# Community

We're passionate about taking meaningful action to support our community's wellbeing and comfort. We're proud to champion a range of initiatives that support health, dignity, and inclusivity for all. Here's how we're making a difference:

- **Breastfeeding Friendly Practice** - Breastfeeding is welcomed in all public areas of our Practice — mothers will never be asked to move or stop. For those who prefer privacy, we'll do our best to provide one of our private pods for a comfortable experience.
- **Free sanitary products are now available in all toilets** — part of our ongoing effort to tackle period poverty with respect and compassion.
- **Woodseats library is a warm, safe space** — open to all who need comfort, community, or a quiet moment.
- **We are a Veteran Friendly Accredited Practice** - Proudly supporting the health and wellbeing of those who have served.
- **Daffodil Standard Accredited** – This is in partnership with Marie Curie, demonstrating our commitment to delivering outstanding care for patients at the end of life.
- As part of our commitment to continuous improvement, we're participating in the Patient Safety Incident Response Framework (PSIRF) pilot — helping shape a safer future for all.

We are always exploring new initiatives and partnerships that bring added value to our patients and community.

# Sheffield Childrens Hospital

We're incredibly proud to be an official 2025 host site for the Sheffield Children's Hospital Snowflake Appeal — a truly special campaign that lights up buildings across the region with glowing snowflakes to raise funds for:

- ☀️ Life-saving medical equipment
- ☀️ Groundbreaking research
- ☀️ The little extras that brighten hospital life

Since 2004, the Snowflake Appeal has raised over £2.9 million, and in 2025, we're honoured to play our biggest role yet.

This is a charity very close to the hearts of our practice and staff, and we know it holds a special place in the hearts of many of our patients and families too.

We hope you can join us in supporting this magical and meaningful cause.

Look out for our building shining bright with snowflakes later this year.



# A Message To Our Staff

We want to take a moment to express our gratitude to all our amazing staff at Woodseats Medical Centre.

Whether front and centre or behind the scenes, your hard work never goes unnoticed. You each play a vital role in the care and support we provide to our patients.

We know that it takes more than clinical skill to keep things running smoothly. It takes compassion, teamwork, resilience, and a willingness to go above and beyond—even on the most challenging days. Whether it's staying late, juggling tasks, supporting colleagues, or simply offering a reassuring word to a patient, your dedication makes all the difference.

We truly couldn't offer the level of care we do without each and every one of you. You are the heart of this practice, and we are so proud of the effort, passion, and professionalism you bring to work every day.

So, from all of us, thank you. We appreciate you and we're incredibly grateful to have such an outstanding team.

*The Partners and Management*



# A Message To Our Patients

We would like to take this opportunity to extend our heartfelt thanks to all patients who took the time to complete our 2025 Patient Survey.

Your time, patience, and thoughtful feedback are truly appreciated. We know how busy life can be, and we're grateful that you took a moment to share your experiences with us. Every response helps us gain a clearer understanding of what we're doing well—and, just as importantly, where we can do better.

We recognise that there are always areas for improvement, and we want you to know that we take this seriously. Listening to your feedback is a key part of how we grow, adapt, and strive to meet your needs more effectively.

As your general practice team, we understand how important it is that you have trust and confidence in us. We are always willing to listen, reflect, and make changes that enhance your experience and the quality of care you receive.

We hope you've seen that over the years, we have acted on your feedback in meaningful ways—for example:

- Bringing extended access appointments back into the practice to offer more convenient and consistent care
- Introducing a telephone call-back system to improve access and reduce wait times
- Continuing to improve our digital services and patient communication

These are just a few examples of the changes we've made with your input in mind, and we remain committed to doing more.

Thank you for being such an important part of our journey. With your continued support and feedback, we will keep working to make Woodseats Medical Centre a place where you feel heard, supported, and well cared for.

