



2025 - 2026 Patient Annual Report

Wey Family Practice

Welcome to our first annual patient report, where we present an overview of the quality of care provided over the past year.

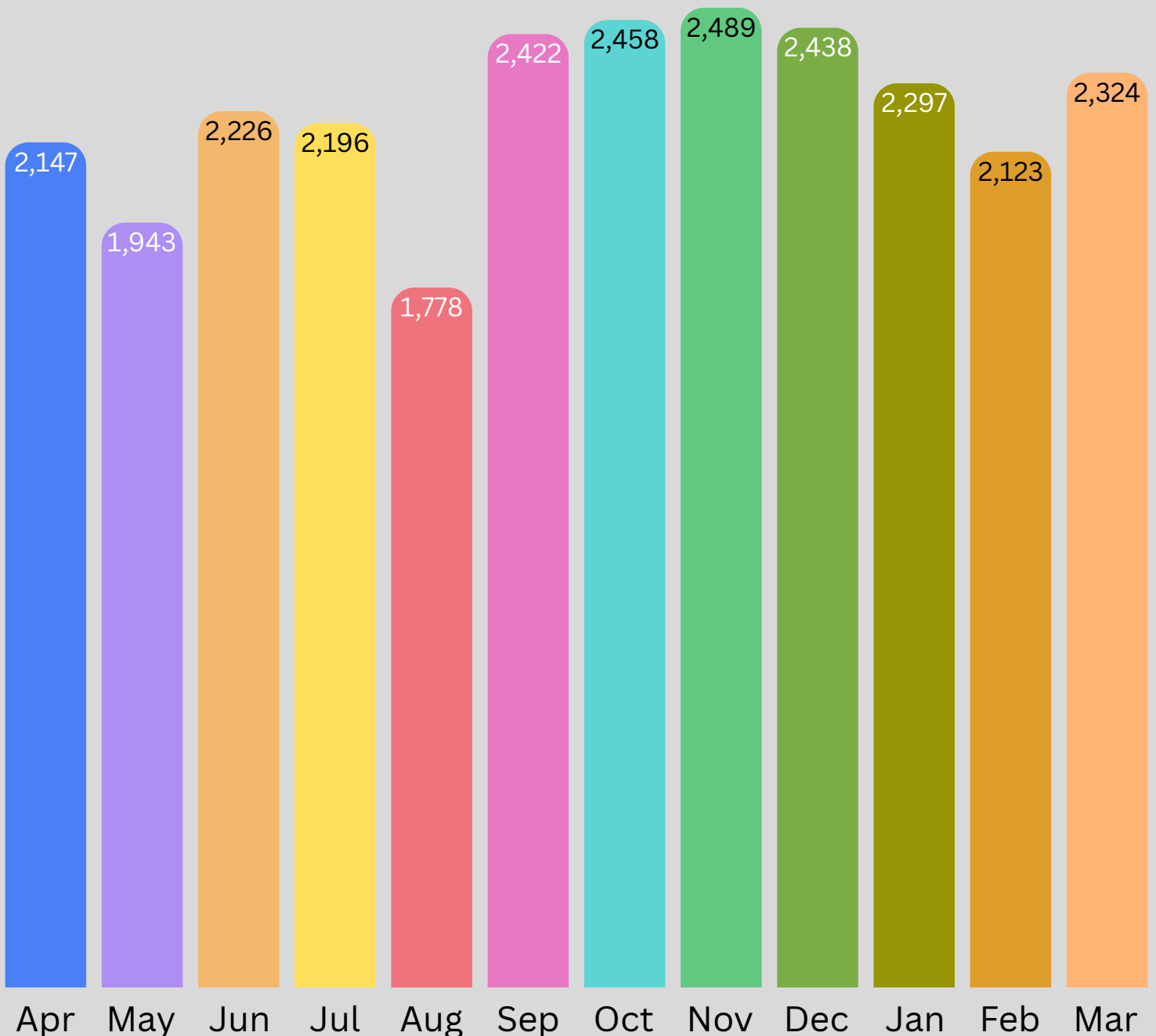
This report reflects our ongoing commitment to delivering safe, effective, and patient-centred services.

By sharing key performance data, outcomes, and improvements, we aim to provide transparency and demonstrate how we continue to meet the needs of our patient population while striving for excellence across all areas of care.

GP Appointment Data

Total patient appointments April 2025 to March 2026
26841
Weekly average of 516

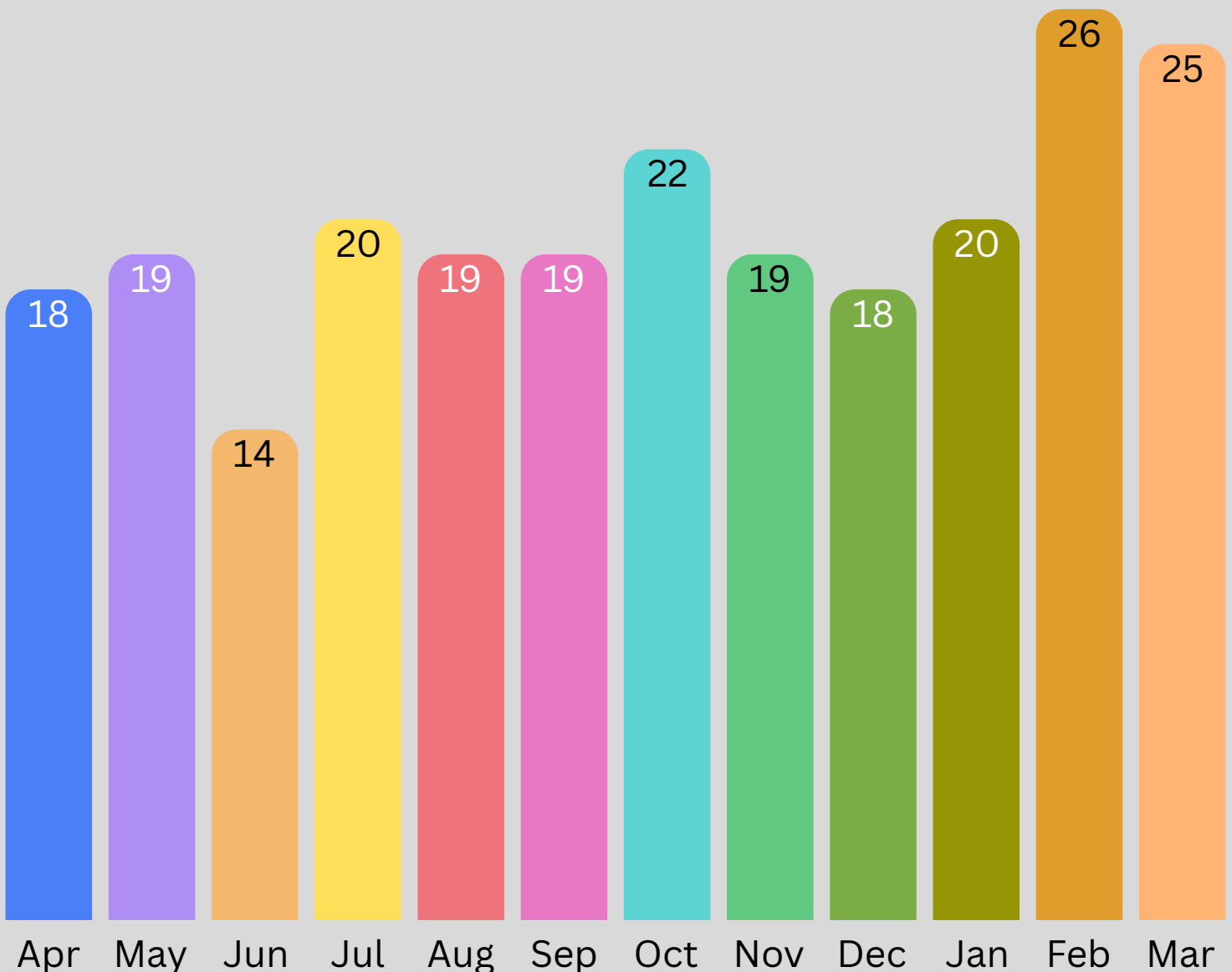
GP Appointments Apr 25 - Mar 26



Missed Appointment Data

During the period April 2025 to March 2026
1165 appointments were missed.
This equates to 240 hours of clinician time

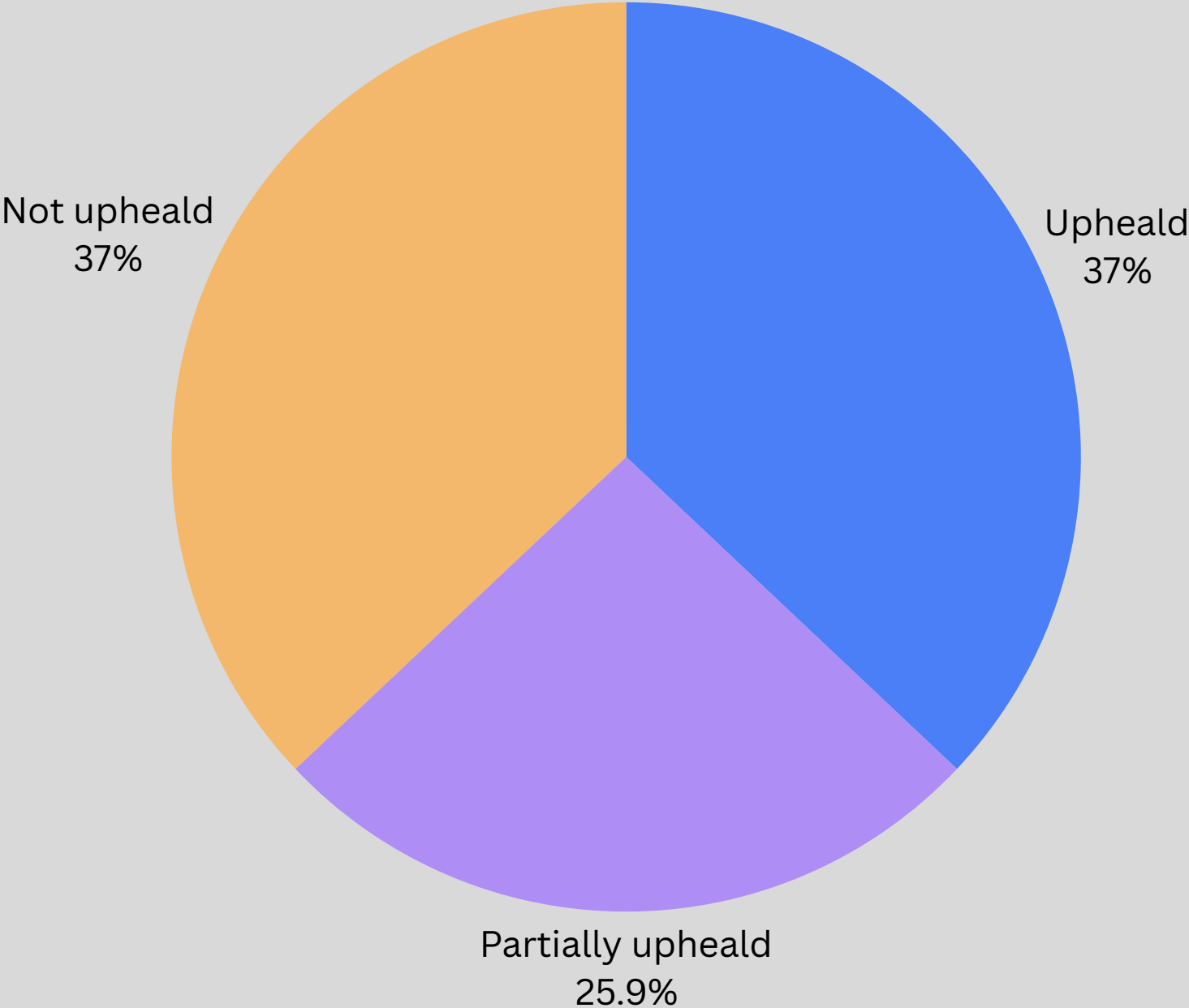
Hours lost due to missed appointments



Complaints

During the period April 2025 to March 2026 the practice received 27 complaints; 12 administration and 15 clinical

Complaint Outcomes

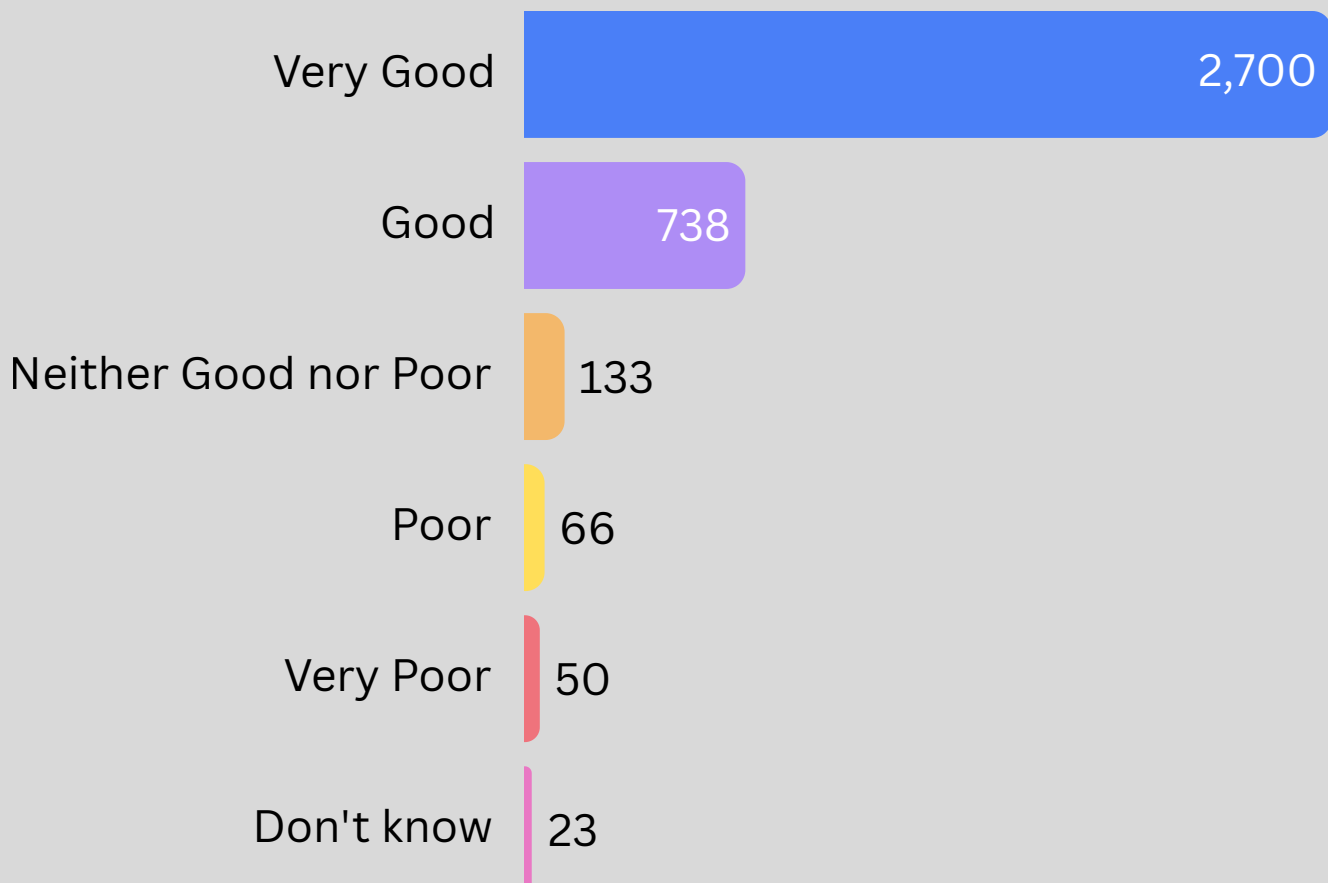


Friends and Family Test

We received an outstanding response to this year's Patient Feedback questionnaires, with a total of 3,710 patients participating. Of these, 93% rated their experience as "Good" or "Very Good."

All feedback is reviewed on a monthly basis and shared with the team, both to celebrate positive comments and to identify opportunities for learning and service improvement.

Friends and Family Test Results



Additional GP Work

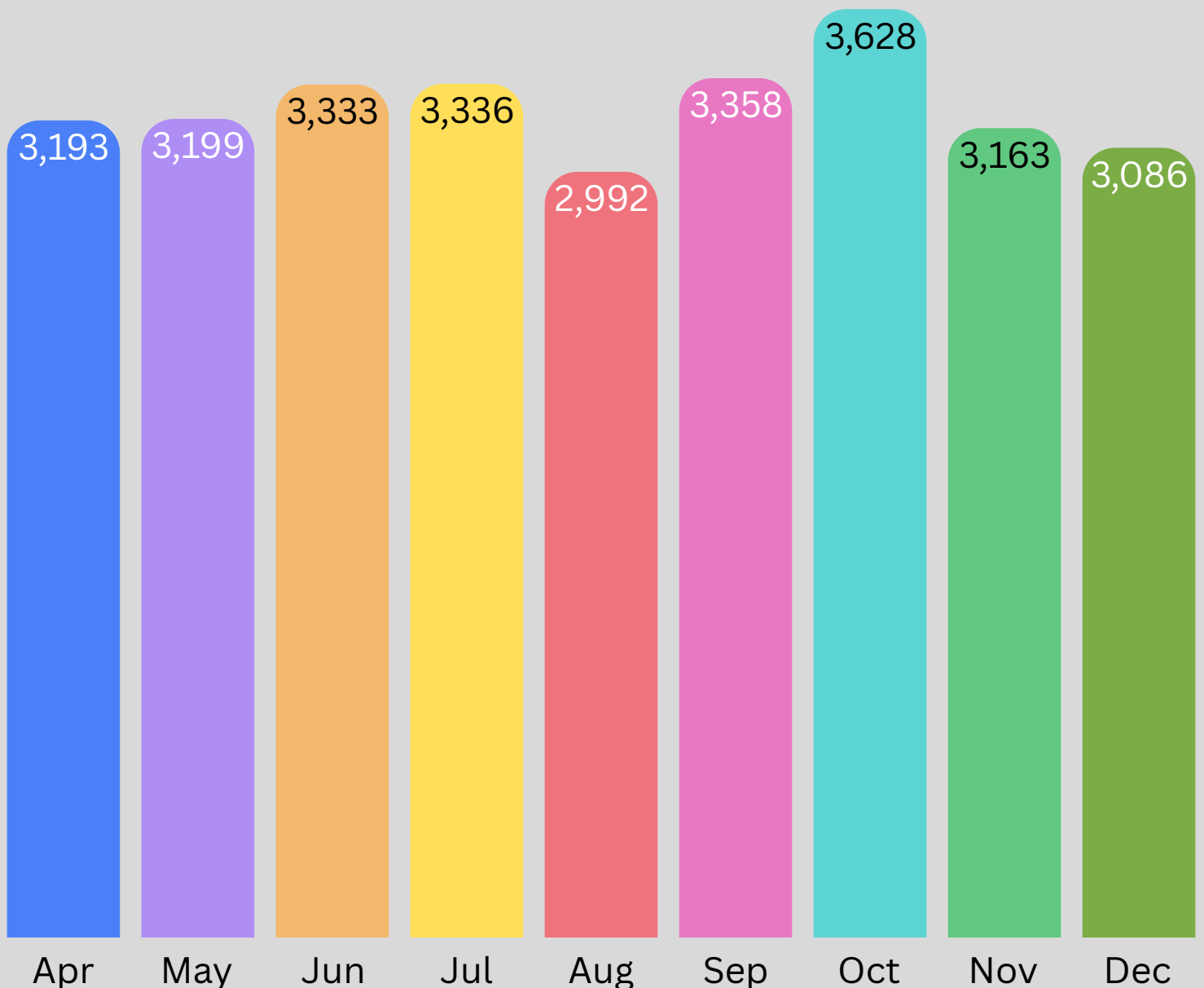
Much of a GP's work takes place behind the scenes. In addition to face-to-face consultations and telephone consultations, GPs spend significant time reviewing test results, preparing referrals, managing medications, responding to clinical correspondence, and coordinating care with other healthcare services. This essential work helps ensure patients receive safe, timely, and continuous care.

Test Results Reviewed	23562
Documents Processed	36851
Prescription Items Prescribed	176326
Referrals Sent	4248
MED3's (FIT Notes) Issued	1430
Medication Reviews	4526

Online Consultations

During 2025/26 we introduced a full clinical triage service directing patients to use our online service for GP appointment requests. This was to ensure patients received timely and appropriate clinical care and to reduce our waiting times. The data shown below is for April 25 to December 26.

Online Consultation Requests Processed



Other Work

In addition to all the work our GPs do, our Nurses, Healthcare Assistants and Phlebotomists also provide our patients with vital services to improve long-term health outcomes. This includes managing chronic conditions, vaccinations, immunisations, diagnostic testing, patient education and much more.

We also cannot forget our administrative team who support the clinical team. During 2025/26, 30,903 telephone calls were answered in addition to providing a front of house service to triage patient needs and process documents, reports, results, referrals and prescriptions.

Non GP Appointments Apr 25 - Mar 26

