



Fill in a short form to let us know how we're doing, open until **Sunday 25 May 2025**.

We are inviting all patients to take part in our 2025 Patient Survey, which is open until 11.45pm on Sunday 25 May 2025. This is your chance to tell us about your experience with the practice and help shape the way we deliver care in the future.

Jessica Bawden, Chief Executive of Lakeside Healthcare, said: “Your feedback, whether it’s positive or highlights areas for improvement – is incredibly valuable. It helps us understand what matters most to you, so we can continue to provide the best care possible. Even if you haven’t visited the practice recently, or have filled in a survey before, we would still really like to hear from you. Your comments show us what’s working well and where we can do better.”

The survey is being run across all Lakeside Healthcare practices and will help us identify common themes and areas for improvement. Last year, thanks to the feedback we received, we made several changes to how we work.

These included improvements to our appointment systems, staffing structures, triage process, call handling, and the availability of different types of appointments.

This year’s survey asks about your experience when contacting us, as well as whether you accessed any other advice or services beforehand, such as NHS 111 or online resources.

There are also free text boxes where you can share more detailed comments. We kindly ask that you do not include any confidential or medical information in your answers.

The survey should take around 10 to 12 minutes to complete. You can take part by scanning the QR code displayed on posters in our surgeries, [or by following this link](#).

If you would prefer a paper copy of the survey, you can ask for one at reception. If you need help filling it in, please don’t hesitate to speak to a member of our team – we’ll be happy to support you.