

Lakeside New Queen Street responds to feedback from patient surveys 2026

We'd like to thank the patients who completed our recent survey with nearly 800 people taking the time to respond.

We have also looked at the results from this year's national GP Patient Survey which had similar questions and 135 responses. Our own survey showed an improvement on all measures, for the second year running and, we are continuing to build on this positive momentum.

Over the past year we have changed the way we triage cases, which has led to increased appointment capacity, more on the day contact and greater patient satisfaction, as seen in the surveys, and feedback, including Google reviews.

From June 2024 to June 2025, we dealt with 7,833 Anima cases and 141,310 appointments.

Over the same period from 2025 to 2026 (after introducing Total Triage) we handled 47,561 Anima cases (up 507.19%) and 214,052 appointments (up 51.48%) on the previous year.

Our patient survey (which took place in April and May) showed

- 62% of people find it easy to contact us (up 29%)
- Improvement in phone waiting times (41% answered in under 10 minutes - up 12%).
- 75% of patients were offered an appointment (up 10%)
- 62% of appointments were face to face (up 12%)

Patients were more satisfied than in previous years in six key areas including being able to access our practice (up 43 points) and happy with our staff (up 35 points).

Our survey also had a 'free text' box so patients could give more details about what they thought was working well and areas that we need to concentrate on. Patients praised our staff saying there has been an improvement in access and responsiveness over the past year. There is also efficient handling of administrative and routine care.

In the GP Patient Survey

- We had increases in seven measures including 91% agreeing we had all the information we needed about them (up 7%)
- There was a 33% rise in people finding it easy to contact us through the website (to 43%)
- 92% said they knew what the next step would be within two days of contacting us (in line with the ICB average)

As a result of feedback from the surveys we plan to focus on

- Making it more straightforward to access appointments
- Continuing to work with the Anima developers
- Seeing how we can improve patient communication around, messaging, test results and follow up
- Booking Whittlesey and Stanground patients into appointments in their preferred location where possible

Lead GP, Dr Katie Scott said: 'Both the Lakeside and National GP Surveys give us valuable feedback and statistics so thank you to everyone who took part. We read all the comments so have a very clear insight into what areas we need to work on. Both surveys show very positive momentum and improvements which is due to our change in working patterns and the fact that Anima is now available during core hours. I'd like to thank our team for all their hard work which has been reflected in these results. We will continue to work to make improvements where we can.