

Feedback Policy and Procedure

Document Control

A. Confidentiality Notice

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B. Document Details

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Purpose

At Oval Medical Centre, we are committed to providing an exceptional experience for all our patients, relatives, and visitors.

Your feedback is essential in helping us continuously improve our services and care. We welcome and value your comments, and we encourage you to share your experience with us.

How to Provide Feedback

We offer several convenient ways for you to leave feedback:

Patient Satisfaction Questionnaire

In-Person: You can complete a Patient Satisfaction Questionnaire available in our waiting area. Additional copies can be obtained from the reception team.

Online: Access the questionnaire using the QR code displayed in the waiting area or via the following link: Patient Satisfaction Questionnaire.

Online Reviews

Doctify: <https://www.doctify.com/uk/review/LAhz77>

Google: <https://g.page/r/CeDTKlZAHFEHAE/review>

CQC Feedback: Provide feedback directly to the Care Quality Commission (CQC) through this link: <https://orlo.uk/6tn9j>

Post-Appointment Feedback

Four hours after your appointment, each patient at Oval Medical Centre will receive an email containing a link to one of the feedback options above. This allows you to easily share your thoughts on the service you received.