

Patient Experience Survey and "You Said – We Did" Report
Survey Period: January – April 2026

Practice Population: Approximately 6,700 patients
Responses Received: 296

Introduction

Camelford Medical Centre is committed to delivering safe, effective, caring, responsive and well-led healthcare for patients across **Camelford, Delabole, St Breward and the surrounding rural communities**.

The purpose of this survey was to understand what patients value most about our services and to identify opportunities for further improvement.

The survey was available at:

- Camelford Medical Centre
- Delabole Branch Surgery
- St Breward Branch Surgery

Where Responses Came From

Surgery	Responses
Camelford	186
Delabole	64
St Breward	46
Total	296

Overall Satisfaction

Question	Positive Response
Easy to contact the practice	56%
Able to obtain advice or an appointment	62%
Reception staff helpful and courteous	81%
Clinician listened carefully	79%
Treated with dignity and respect	82%
Involved in decisions about care	88%
Understood treatment plan	87%
Practice clean and welcoming	86%
Overall satisfaction	77%
Would recommend the practice	81%

What Patients Told Us

Reception Services

Patients consistently described reception staff as:

- Friendly
- Helpful
- Professional
- Respectful
- Compassionate

Typical comments included:

"The reception staff always try their best to help."

"They are busy but never make you feel like a nuisance."

"Everyone is polite and welcoming."

Clinical Care

Patients commented that GPs, nurses and HCAs:

- Listened carefully.
- Explained treatment clearly.
- Involved patients in decisions.
- Took time to answer questions.
- Demonstrated kindness and compassion.

Many patients commented positively on continuity of care and the opportunity to see clinicians who knew their medical history.

Rural Services

Patients from **Camelford, Delabole and St Breward** repeatedly told us how important it is to retain healthcare services within their local communities.

Patients particularly valued:

- Local branch surgeries.
- Reduced travelling.
- Familiar staff.
- Continuity of care.
- Easy access for elderly patients.
- Reduced travelling during poor winter weather.

Several patients commented that maintaining services within rural villages significantly improves access to healthcare for older people, carers and patients with limited transport.

Dispensing Services

The dispensing service received exceptionally positive feedback.

Patients valued:

- Friendly and knowledgeable dispensary staff.
- Efficient preparation of medication.
- Helpful advice when collecting prescriptions.
- Short waiting times.
- Reliable access to medicines close to home.

Patients attending **St Breward Surgery** were particularly appreciative that dispensed medication could be made available for collection at their local surgery, reducing unnecessary journeys into Camelford.

Patients also valued the flexibility of being able to collect their dispensed medication from **St Breward, Camelford or Delabole**, depending on which location was most convenient for work, family commitments or travel. This flexibility was repeatedly highlighted as an important benefit for people living in rural North Cornwall.

Typical comments included:

"Being able to collect my medication from St Breward saves me a long journey."

"It's really helpful that I can collect my tablets from whichever surgery is most convenient."

"For those of us living in the villages, this makes a huge difference."

Communication

Patients appreciated:

- Appointment reminders.
- Text messaging.
- Friendly communication.
- Clear explanations from clinicians.

Some patients requested:

- More information about appointment availability.
- Earlier notification if clinics were delayed.

Accessibility

Patients praised:

- Respectful treatment.
- Helpful staff.
- Support for carers.
- Assistance provided to elderly patients.

Suggestions included:

- Larger-print information.
- More promotion of interpreter services.
- Greater awareness of online consultation options.

You Said – We Did

You Said

"It can sometimes take a while to get through on the telephone."

We Did

- Increased reception staffing during peak morning periods.
- Continued monitoring telephone performance.
- Promoted online consultation and NHS App services for patients who wish to use them.

You Said

"We value having services available locally."

We Did

- Continued our commitment to maintaining services from Camelford, Delabole and St Breward.
- Regularly review clinic utilisation to ensure services remain accessible across all three locations.

You Said

"We appreciate being able to collect medication locally."

We Did

- Continued to provide flexible collection arrangements for dispensed medication.
- Patients can collect their dispensed medicines from **St Breward, Camelford or Delabole**, according to their preference and the practice's dispensing arrangements.
- This service has been particularly beneficial for elderly patients, carers and those living in isolated rural communities where public transport is limited.

You Said

"We would like clearer information about appointments."

We Did

- Updated patient information on our website.
 - Improved appointment guidance in waiting rooms.
 - Reception staff now explain available appointment options more consistently.
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You Said

"We would like to know how our feedback is used."

We Did

- Began planning for the relaunch of our Patient Participation Group.
 - Looking to introduce quarterly Patient Experience Surveys.
 - Will publish regular "You Said – We Did" reports.
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Planned Improvements

During 2026–2027 the Practice Leadership Team will:

- Continue improving telephone access during busy periods.
 - Protect local access to services across Camelford, Delabole and St Breward wherever possible.
 - Continue supporting flexible medication collection arrangements for dispensing patients.
 - Expand Patient Participation Group membership from all three communities.
 - Increase the availability of accessible patient information, including larger-print resources and digital guidance.
 - Continue monitoring patient satisfaction through quarterly surveys and governance meetings.
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Conclusion

The survey demonstrates consistently high levels of patient satisfaction across all three surgery sites. Patients particularly value the friendliness and professionalism of staff, continuity of care, access to local branch surgeries and the flexibility of the practice's dispensing service.

The ability for dispensing patients to collect their medication from **St Breward, Camelford or Delabole** was repeatedly identified as an important benefit, helping to reduce travel and improve convenience for people living in the rural communities served by the practice.

Camelford Medical Centre remains committed to listening to its patients, acting on their feedback and continually improving the services it provides to the communities of **Camelford, Delabole, St Breward and the surrounding villages**.