



APOLLO PRIMARY CARE NETWORK

Frailty Clinic Feedback

Feedback Data Report 2025

December 2025



Feedback Overview



- 78 total responses (tick boxes)
- 37 longform comments

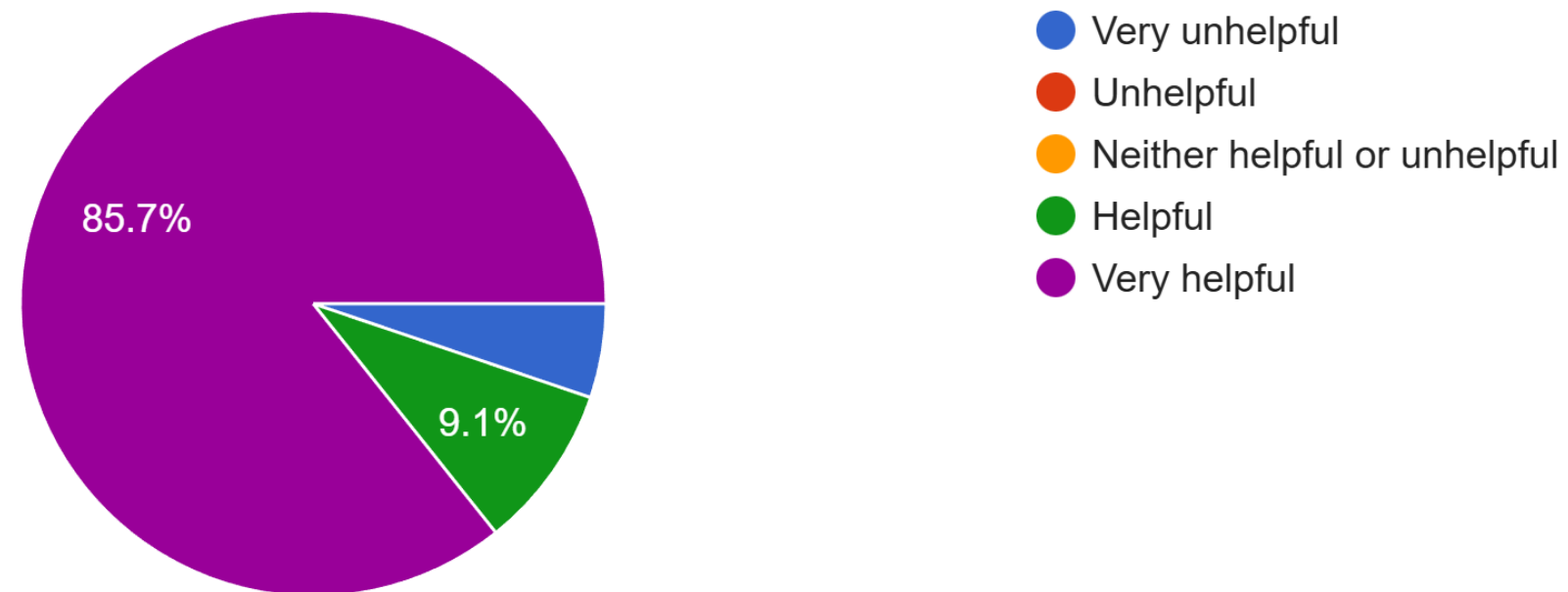
Data indicates that the patients have an extremely positive experience whilst at the clinic. The majority find it helpful and leave it feeling confident in their ongoing health plan and ability to manage it. Written feedback praises the team members - in particular their knowledge and enthusiasm. Patients reflect upon a respectful and friendly service that is 'worthwhile' and 'first class'. More consideration should be given regarding the information provided prior to the appointment - a very small percentage of patients left feedback highlighting being unaware of the length of appointment, whilst a larger group of others stated they felt unprepared.



Feedback Breakdown

How helpful do you feel it was to see a range of professionals in one place?

77 responses



77 responses breakdown:

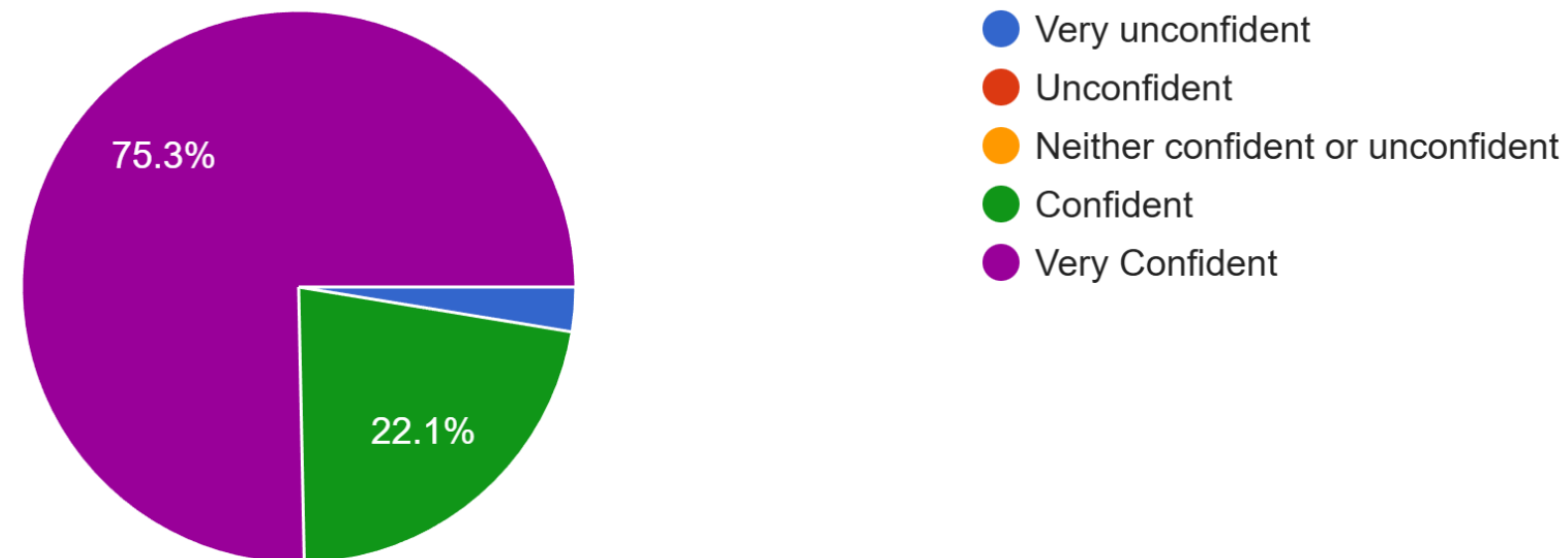
Very unhelpful	4	5.2%
Unhelpful	0	0%
Neither helpful or unhelpful	0	0%
Helpful	7	9.1%
Very helpful	64	85.7%



Feedback Breakdown

How confident do you feel that the multi professional team within the clinic today provided you with access to the right services to support your health?

77 responses



77 responses breakdown:

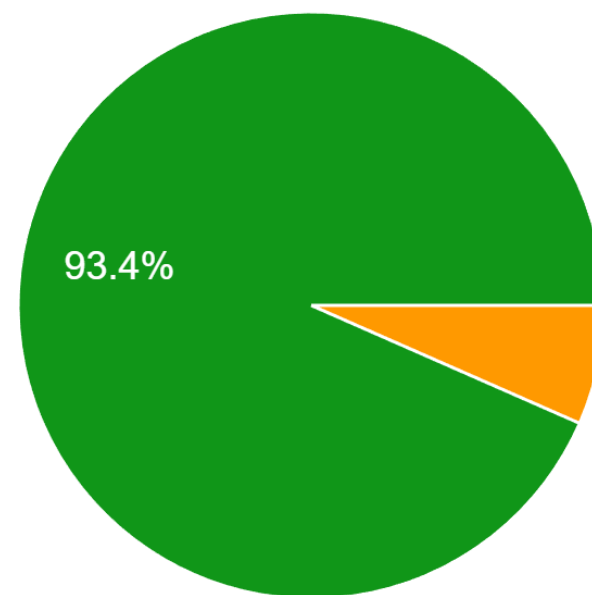
Very unconfident	2	2.6%
Unconfident	0	0%
Neither confident or unconfident	0	0%
Confident	17	22.1%
Very confident	58	75.3%



Feedback Breakdown

Do you feel your health needs have been listened to?

76 responses



- Not at all
- Partly listened to
- Mostly listened to
- Fully listened to

76 responses breakdown:

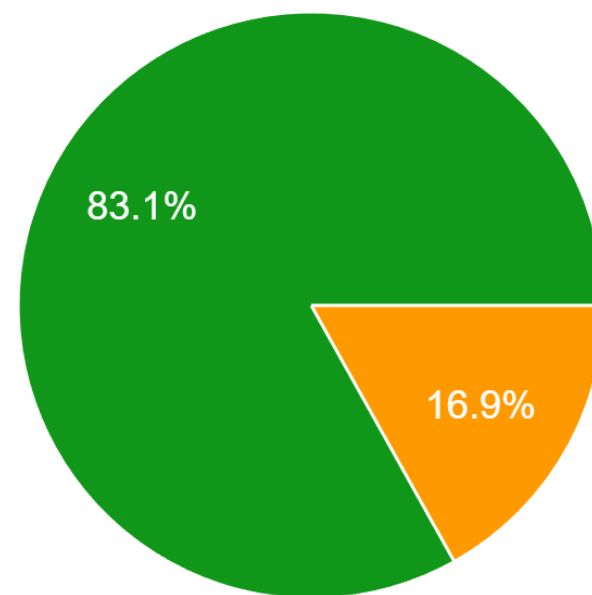
Not at all listened to	0	0%
Partly listened to	0	0%
Mostly listened to	5	6.6%
Fully listened to	71	93.4%



Feedback Breakdown

Do you feel your health needs have been understood?

77 responses



- Not at all understood
- Partly understood
- Mostly understood
- Fully understood

77 responses breakdown:

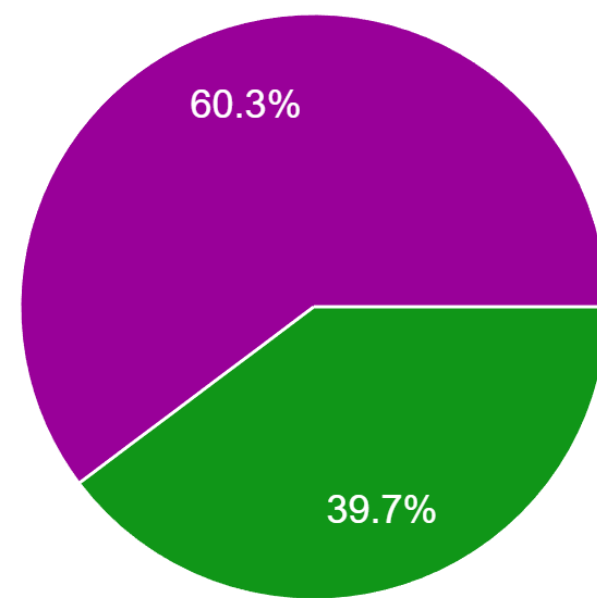
Not at all understood	0	0%
Partly understood	0	0%
Mostly understood	13	16.9
Fully understood	64	83.1%



Feedback Breakdown

How confident do you feel that you have a health care plan that is appropriate to your needs?

73 responses



- Very unconfident
- Unconfident
- Neither confident or unconfident
- Confident
- Very Confident

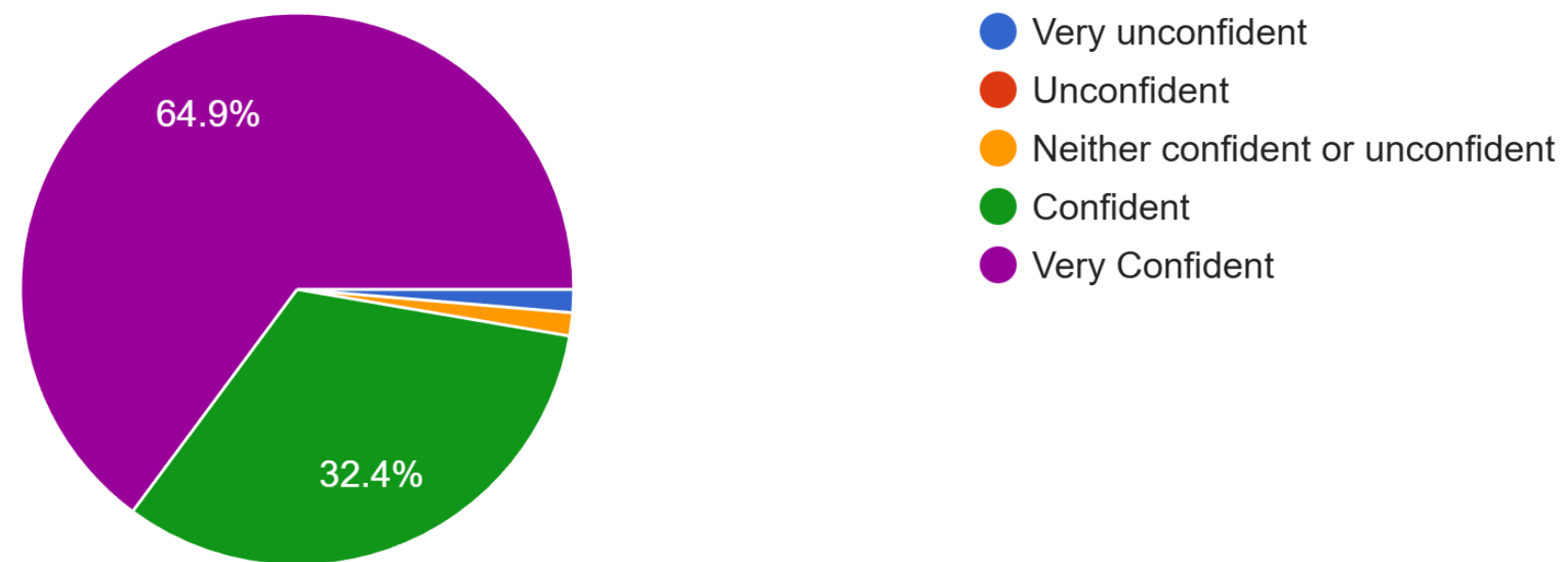
73 responses breakdown:

Very unconfident	0	0%
Unconfident	0	0%
Neither confident or unconfident	0	0%
Confident	29	39.7%
Very confident	44	60.3%



Feedback Breakdown

How confident do you feel that you have enough information to support your current health needs?
74 responses



74 responses breakdown:

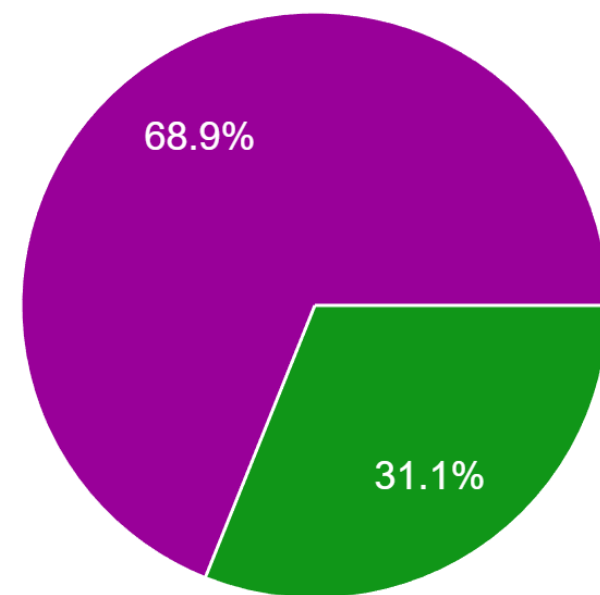
Very unconfident	1	1.4%
Unconfident	0	0%
Neither confident or unconfident	1	1.4%
Confident	24	32.4%
Very confident	48	64.9%



Feedback Breakdown

After the clinic today, how confident do you feel in managing your own health and wellbeing?

74 responses



- Very unconfident
- Unconfident
- Neither confident or unconfident
- Confident
- Very Confident

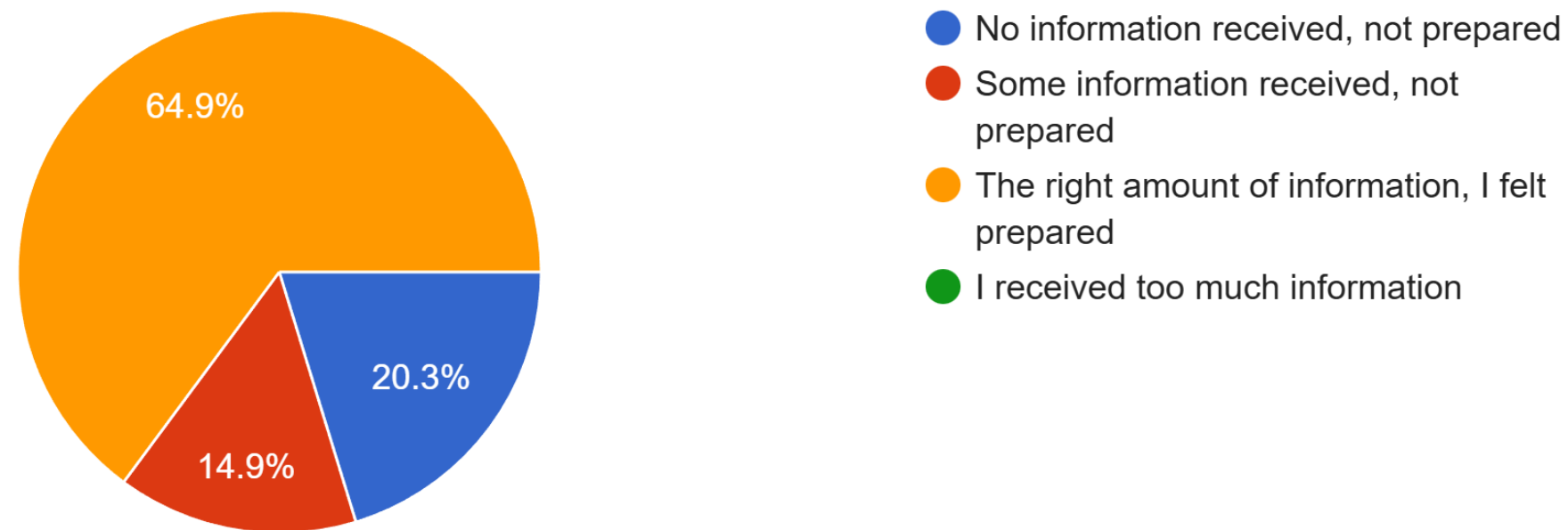
74 responses breakdown:

Very unconfident	0	0%
Unconfident	0	0%
Neither confident or unconfident	0	0%
Confident	23	31.1%
Very confident	51	68.9%



Feedback Breakdown

How did the information you received prior to attending today prepare you for the clinic?
74 responses



74 responses breakdown:

No information received, not prepared	15	20.3%
Some information received, not prepared	11	14.9%
The right amount of information, I felt prepared	48	64.9%
I received too much information	0	0%



Longform Question 1:

Thinking about your responses, do you feel there is anything we can improve on to ensure you are getting your health needs addressed?



37 patients responded to the first longform feedback question. 8 respondents stated they could see no need for improvements. 13 chose to use the opportunity to express their overall impression of the clinic and reflect on their experience.

Notable constructive feedback included:

"Perhaps more thought in how invitations are worded, so that more people are prepared for length of time?"

"Not told how long the appointment would last"

Notable positive feedback:

"It exceeded my expectations by far. Great directive"

"Excellent service today"

"The team were very professional, very knowledgeable. I feel happy with the interaction from today. Thank you"

"Service was excellent, I have never had such a full examination in my life"



Longform Question 2:

Any other comments:



23 patients to the second longform feedback question. 2 stated they had no more comments to make, whilst 19 others gave their thanks and showed support of the clinic and team. 2 provided constructive feedback to be addressed:

"Signage, some was on the floor, some on walls. This I found confusing, but not insurmountable"

"Felt that confidentiality was poor - I could hear everything other patients and staff said"

Notable positive feedback:

"Good to have time to discuss all issues. GPs rarely have time and can only treat one problem. Many conditions have several symptoms which are often treated individually. This means that more serious problems can go undetected"

"First class set up"

"This clinic helps the patient and takes pressure off GPs"



Longform Question 1 Expanded:

Thinking about your responses, do you feel there is anything that we can improve on to ensure you are getting your health needs addressed?

37 responses

No
ok
Excellent, professional and not kept waiting. Can't better it
First class assessment
No not really
Not really. The clinic was very comprehensive. I was impressed!
Not at the moment
None. Thank you
Having a downstairs shower fitted and you said you would help with a shower chair and to speak in February
Everything went well
Need to provide details on what will happen when you get to the clinic
Great to have all in one place and time to discuss

No need to address anything
Can't think of anything at the moment
Service was excellent, I have never had such a full examination in my life
No. The team were very professional, very knowledgeable. I feel happy with the interaction from today. Thank you
No I think most things were covered and addressed
Excellent service today
At this time I feel I have no pressing health needs but always good to have reviews
Happy with the care and information received
Undersold, hence low mark on Q8. It exceeded my expectations by far. Great directive
Not told how long the appointment would last
None
No real concerns
I was very happy with everything
No seems okay by me
No everything was fine
No very impressed. Good
Very informative
Make sure doctors listen
Perhaps more though in how invitations are worded, so that more people are prepared for length of time?



Longform Question 2

Expanded:

Any other comments:

23 responses

No

Thank you

First class set up

Felt that confidentiality was poor - I could hear everything other patients and staff said

Brilliant service

Very satisfied with outcome

Ver good service

I was treated with respect and all my concerns addressed

Good to have time to discuss all issues. GPs rarely have time and can only treat one problem. Many conditions have several symptoms which are often treated individually. This means that more serious problems can go undetected

Excellent communication. Enthusiastic people

This clinic helps the patient and takes pressure off GPs.

I think the procedure worthwhile

Pleasant helpful staff

Cannot think of anything

Very good service for yearly health check

None

1st visit very good

Great information

Really friendly team thank you

I think it is a great service to have

Signage, some was on the floor, some on walls. This I found confusing, but not insurmountable