

## Increasing Our Rating

Here at the Burdwood Surgery we are all committed to providing you with the best possible patient experience. Your opinions, comments and ideas are important to us and do make a difference and we ask for these in a variety of ways – patient feedback forms around the surgery, annual patient survey questionnaires, via our website, verbally, email etc... We look at all our feedback (good or bad) and share with the team and make changes where we can. We also follow up directly with a patient if they have asked us to do so.

You may not already know but you are also able to rate the Burdwood Surgery using the NHS website.

Ratings are out of 5 stars and our current rating is 3.5 with the last patient feedback being left nearly a year ago in July 2018.

As well as current and potential new patients being able to look at us on the NHS website; the *Care Quality Commission (CQC)* also look at our ratings & feedback available and this is a part of their inspection.

We would love to increase our rating and have some recent feedback available.

If you can spare a few minutes of your time to complete feedback about the Burdwood Surgery in this way we would be very grateful. The link to leave your own rating and feedback is:

- [Leave a Review for Burdwood Surgery](#)

If you wish to view the Burdwood Surgery current rating and previous reviews please click on the following link:

- [Reviews and Ratings](#)

Thank you so much for your continued support with our PPG – we couldn't do it without you!