Memorial Medical Centre - National GP Patient Survey 2026 Update

2026 Survey Highlights

Measure	2026 Result	Key Message
Website access	54%	+38% from 2025
Contacting practice	61%	+20% from 2025
Reception helpfulness	86%	+13% from 2025
Trust & confidence	98%	Above national average
Needs met	97%	Above national average

Listening to Our Patients

At Memorial Medical Centre, we are committed to listening to our patients and continually improving the way you access our services. The results of the 2026 National GP Patient Survey show significant improvements across many areas of patient experience, particularly in accessing the practice online, understanding next steps after contacting us, and overall satisfaction with the care we provide.

You Said, We Did

You Said	We Did
It can be difficult to know the best way to contact the practice.	Introduced intuitive online patient triage to direct requests safely and efficiently.
Patients wanted easier access to support.	Invested in AI-supported call handling to help patients reach the right service quickly.
Patients wanted clearer communication after contacting us.	Improved processes so patients better understand next steps and expected timescales.
Access options should be flexible and convenient.	Continued investment in digital services and promotion of online access routes.

What We Are Proud Of

The survey highlighted strong patient confidence in our clinical team, high levels of involvement in care decisions, and positive feedback about our reception and administrative teams.

Looking Ahead

While we are pleased with the improvements achieved, we recognise that telephone access remains an area for further development. We will continue to review patient feedback and enhance our systems to make contacting the practice as easy and convenient as possible.

- Online patient triage to direct requests safely and efficiently
- AI-supported call handling to improve patient access and reduce delays
- Improved communication so patients understand next steps
- Continued investment in digital access and patient-centred care