**Feedback and Social Media Policy**

In today’s digital age, it is increasingly common for individuals to share their views and experiences on social media. While we understand the value of open communication, we have found that online posts about our practice or staff are often negative in tone and can attract further unhelpful or personal comments. These posts can sometimes become individualised rather than offering constructive feedback about our services.

At our practice, we genuinely welcome all feedback — both positive and negative — as it helps us reflect on the care we provide and identify areas where improvements can be made. However, we kindly ask that concerns or complaints are brought to us directly, rather than being posted publicly in a way that may be offensive or unfair to our staff.

**How to Share Your Feedback:**

If you are unhappy with any aspect of the service you have received, we ask that you please let us know through one of the following appropriate channels:

* **In Writing:** You can leave written comments or suggestions at the reception desk.
* **Online:** You are welcome to leave a star rating and comments on the [NHS Choices website](https://www.nhs.uk/). We ask that any feedback, even if critical, is shared respectfully and constructively.
* **In Person:** You may also request to speak with a member of our management team. We are always happy to discuss your concerns calmly and professionally.

**Please note:** Appointments with GPs are strictly for addressing physical or mental health concerns. Using clinical appointments to discuss non-clinical grievances takes valuable time away from patients in need of medical attention.

**Regarding Social Media Posts**

If a post on social media concerning the practice or a member of staff is brought to our attention and is deemed offensive or inappropriate, we may contact the individual involved to discuss the matter and invite them to a face-to-face conversation to address their concerns.

However, please be aware that depending on the nature and tone of the content, such posts may be considered a breakdown in the doctor-patient relationship. In serious cases, this may lead to removal from our patient list.

We appreciate your understanding and cooperation in helping us maintain a respectful and professional environment for both staff and patients.

**We ask for the same courtesy and consideration online to be extended to our team that you would expect for yourself.**

Thank you for your continued cooperation and support.