

Dr D W Young  
Dr A Naeem  
Dr A J Hardman  
Dr I C Nwudoh  
Dr A B Ferrer  
Dr R Oxley



North House Surgery  
Hope Street  
Crook  
Durham  
DL15 9HU  
Tel: 01388 762945

## **'YOU SAID WE DID'**

### **JANUARY 2024**

The feedback we receive from patients, visitors, staff, and members of the public is analysed to help us understand what we do well and where we can improve.

We are always keen to improve the services that we provide. We have given some examples below of the feedback we have received throughout the month of January and how it has been used to prompt any changes.

#### **You Said.....**

- Difficulty obtaining an appointment
- Had a telephone appointment booked for a specific time, however, never received a call
- Cancelled appointment via the NHS App, however, appointment wasn't cancelled and received a text message stating that didn't attend for appointment
- Incorrect appointment made

#### **We Did.....**

- We are currently reviewing the appointment system taking into consideration the feedback we have received
- When a telephone appointment is made, the patient is informed that the health professional could call at any time that day. We do try to be flexible wherever possible for those that work/other commitments.
- The NHS App does link with our system, however, it would depend on when the appointment was cancelled as to whether this would be reflected on our system e.g., if the appointment was cancelled five minutes before it was due, the likelihood is that this wouldn't show on our system
- Specific feedback regarding appointments, carrying out certain procedures and communicating will be given to the specific teams involved.

We share all your feedback with the practice team to ensure that any learning/training needs are addressed and to also send our appreciation to the team for their hard work and dedication.

We would also like to acknowledge and thank our patients for the 140 responses that rated the practice as being 'very good' or 'good' in the month of January.

**Please Note:** The practice patient survey results from July 2023, and the action plan developed from this, are also available to view on our website.