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

### **February 2025**

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 February and how it has been used to prompt any changes.

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

- Being able to make an apt via a text message link to the diary was so easy and convenient and stopped me from putting off this important appointment any longer!
- I was listened to and treated with respect
- I was able to pre-book an appointment with the receptionist no problem. Then check in simple for my appointment. I was seen early for my appointment by a wonderfully friendly and welcoming NP who then arranged for my bloods on the same day.
- Appointment booked and attended for absolutely no reason

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

- Passed on all the comments/feedback to the team.
- We would also encourage anyone who experiences issues, that they would like addressed, to contact our practice manager and then each case can be looked at on an individual basis. The Friends And Family Feedback that we receive monthly is anonymous which makes it difficult to address individual comments.

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 235 responses that rated the practice as being 'very good' or 'good' in the month of February.

**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.