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'YOU SAID WE DID'

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

You Said.....

- Tried to call to cancel appointment but lines were too busy.
- Had to complete eConsult which serves no purpose as could just ring when you eventually get through
- GP explained everything very clearly, nothing was a problem
- I was helped to install the NHS App on my phone
- Mr Chapman from Age UK was very courteous and helpful when introducing me to the NHS app. I thoroughly recommend this one-to-one session.

We Did.....

- Passed on all the comments/feedback to the team.
- Appointments can be cancelled online or via the NHS App
- eConsult is an alternative way to request an appointment rather than waiting in the telephone queue.
- We are keen to increase the number of patients who use the NHS App, it is good to hear that the Digital Access To Health Clinics are beneficial.
- 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 306 responses that rated the practice as being 'very good' or 'good' in the month of May.