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'YOU SAID WE DID'

JUNE 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 June and how it has been used to prompt any changes.

You Said.....

- Arrived early for an appointment to be informed that there wasn't appointment booked.
- GP running very late

We Did.....

- Specific feedback regarding appointments, carrying out certain procedures and communicating will be given to the specific teams involved.
- 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.

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 147 responses that rated the practice as being 'very good' or 'good' in the month of June.

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.