

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'**

### **MAY 2023**

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.....**

- Waited over three weeks just for a phone appointment. Not even with my own doctor. Who then said I need to see my own doctor. Doctors need to get back to seeing patients face to face and stop using covid as an excuse. Unacceptable!
- Appointment got cancelled

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

- We are currently reviewing the number of pre-bookable appointments that we have available within a 1 week, 2 week, 3 week and 4 week period.
- We do currently offer a mix of telephone and face to face appointments
- We have reinforced, with our reception team, the need for continuity of care when making appointments for our patients
- Unfortunately, on rare occasions, appointments do have to be cancelled at short notice. On these occasions, an alternative appointment is always offered.

We would also like to acknowledge and thank our patients for the 110 responses that rated the practice as being 'very good' or 'good' in the month of May.