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

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

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

- Waiting over 30 minutes to be seen
- Difficulty getting an appointment
- Cancellation after cancellation of hospital appointments
- Difficulty getting through the practice by telephone first thing on a morning
- Patients should be able to ring and make appointments without having to wait for someone to ring them back

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

- Unfortunately, on rare occasions, a health professional can run late. There is always a genuine reason for this, and we thank you for your patience.
- We are currently carrying out a patient survey and an access audit. Once the results of these have been analysed, we will look to make any improvements required, including reviewing the current appointment system if necessary.
- Unfortunately, the cancellation of hospital appointments is out of our control. If patients have a concern/issue that they wish to raise with the hospital, they can contact the patient experience team within the hospital.
- We are aware of how busy the phone lines can be first thing on a morning. To manage this, we allocate as many staff as possible to handle these calls. We also offer a call back service so that patients do not have to wait on the line before their call is answered.
- We do currently offer a mix of telephone and face to face appointments

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