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

You Said.....

- Not a holistic approach, keep having to explain symptoms again and restart the process.
- Experienced communication issues with clinician
- Nurse/HCA struggled to draw blood.
- An appointment was made for a vaccine that wasn't required.
- Difficulty obtaining/cancelling an appointment.
- Appointments rearranged incorrectly.

We Did.....

- Specific feedback regarding appointments, carrying out certain procedures and communicating will be given to the specific teams involved.
- The team are working hard to maintain continuity of care for patients so that they don't have to explain themselves again and again. This is much better and more efficient for the patient and the clinician.

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 237 responses that rated the practice as being 'very good' or 'good' in the month of October.

Please Note: The practice team and patient participation group have recently produced an action plan following the results from the patient survey held in July. This will be published on our website very shortly.