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

You Said.....

- Waiting over an hour to be seen
- It is difficult to get an appointment when you work.
- During a consultation another health professional entered the room

We Did.....

- Unfortunately, a health professional can run late. There is always a genuine reason for this, and we thank you for your patience.
- We have recently carried 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.
- Specific feedback regarding interrupting a consultation will be given to the specific teams involved.

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 226 responses that rated the practice as being 'very good' or 'good' in the month of August.