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

### **SEPTEMBER 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 September and how it has been used to prompt any changes.

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

- Waiting over 30 minutes to be seen.
- Need more high seats in the waiting area.
- Didn't receive an appointment reminder.
- An appointment was made with a health professional who couldn't carry out the planned procedure.
- Informed test results were ok to then receive a call a few days later to make an appointment to repeat some of the tests.
- Felt that cervical screening procedure had not been explained properly.
- Telephone appointment made when it was clear that a face-to-face appointment was required.
- Didn't receive a call from a GP as expected, then signposted to physio and didn't attend appointment.

#### **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.
- More of the higher seats have been ordered and will be placed in the waiting area when they arrive.
- A system is in place to ensure that everyone who has an appointment booked receives an appointment reminder via text message. If you are not receiving these please contact the practice to ensure that we have the correct mobile number recorded.
- Specific feedback regarding appointments, explanation of procedures and communicating test results 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 238 responses that rated the practice as being 'very good' or 'good' in the month of September.