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

You Said.....

- Personally, time wasted on an appointment that needed X-ray before seeing a Physio
- Don't say you can't take repeats over the phone, the people you make suffer are the elderly, yet I know for a fact you can do it. Stupidest policy ever.
- Appointments cancelled.
- Appointments never on time

We Did.....

- At times, initial appointments are needed to determine whether any tests are required. This is standard practice.
- Online repeat prescription ordering has been a requirement of the GP contract since 2015. This is one of the most popular online services and has wide ranging benefits for patients and practices. We are mindful of, and make alternative arrangements for, patients who cannot or prefer not to access online services.
- Inevitably we experience staff absence which can result in some appointments being cancelled and re-arranged. This happens very rarely, and we do apologise for these occasions.
- 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.
- Specific feedback regarding appointments, carrying out certain procedures and communicating 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 98 responses that rated the practice as being 'very good' or 'good' in the month of February.

Please Note: The practice patient survey results from July 2023, and the action plan developed from this, are also available to view on our website.