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'YOU SAID WE DID'

APRIL 2024

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

You Said.....

- Health Checks only included a blood and blood pressure check. Expected more questions from the clinician.
- I had to remind the surgery that I needed a follow-up test when they should have been reminding me.

We Did.....

- Initial health checks may consist of only a blood and blood pressure check, depending on the reason for your health check and medical conditions you may/may not have. Once these results have been reviewed by a GP, we would contact you to make a further review if required.
- Depending on what follow up check is required will depend on when we invite you in for a review. If this relates to a long-term condition, all of our patients with a long term condition are invited for their review on their birthday month.

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 230 responses that rated the practice as being 'very good' or 'good' in the month of April.

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.