

Dr D W Young  
Dr A Naeem  
Dr A J Hardman  
Dr I C Nwudoh  
Dr A B Ferrer  
Dr R Oxley  
Dr M Tang



North House Surgery  
Hope Street  
Crook  
Durham  
DL15 9HU  
Tel: 01388 762945

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

### **MAY 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 May and how it has been used to prompt any changes.

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

- Invited for an annual health check to be told that I needed an asthma check
- Spent half an hour in the telephone queue
- Health check lasted 4 mins
- Wish to change surgeries

#### **We Did.....**

- We would like to apologise for any inconvenience if the incorrect appointment was made for an annual health check
- An initial health check may only require a blood and blood pressure check initially, which can be done quite efficiently. The GP would then review the results and if a further health check was needed the patient would be contacted.
- We would encourage anyone wishing to change practices, to speak to the practice manager about this.

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 May.

**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.