

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'**

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

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

- The appointment was on time. The GP was thorough in their assessment of the issue I raised with them.
- Given appointment next day to discuss my concerns.
- Got an appointment in two days. Doctor was very thorough. Called me back in two hours and further investigations were arranged, in hospital, within four days. Very happy.
- Pleased with all aspects of visit to surgery. Quick referral to hospital and follow up phone call from doctor at Crook surgery. The GP was very pleasant and understanding.
- The doctor listened to me.
- Always very helpful and friendly.
- This is my 6th visit to a nurse for stockings and still it has not been sorted.
- Very difficult to get an appointment, but once in the system no complaints.
- Staff are friendly and helpful, both eye to eye and on the phone. Thank you for all the good work.
- Thank you for the very good service and care you provide.

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

- Passed on all the very positive comments/feedback to the team.
- We would also encourage anyone who experiences issues, that they would like addressed, to contact our practice manager and then each case can be looked at on an individual basis.

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 68 responses that rated the practice as being 'very good' or 'good' in the month of June.

**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.