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'YOU SAID WE DID'

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

You Said.....

- Fast, Friendly and Professional
- Can't fault reception at all they are always really kind and helpful.
- Amazing Doctor. He listens to the patient and gives really good advice.
- The staff are always smiling. Make you feel positive. That matters a lot.
- The doctor was running a little late, so my appointment was delayed by 10 minutes.
- Requests to see GP seem to be blocked by receptionists.
- Complained to NHS England
- Phlebotomist was very helpful with keeping my child calm whilst having a blood test.

We Did.....

- Passed on all the comments/feedback to the team.
- 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.
- The reception team are fully trained care navigators and will always signpost a patient to the most appropriate healthcare professional, this may not always be a GP.
- We take all complaints very seriously and will investigate and respond accordingly.
- 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. The Friends And Family Feedback that we receive monthly is anonymous which makes it difficult to address individual comments.

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 227 responses that rated the practice as being 'very good' or 'good' in the month of November.

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.