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

### **January 2025**

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

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

- Prompt with appointment time. Nice friendly staff. Professional service. Perfect!
- The receptionists are always friendly and helpful aiming to give best service possible even when really busy.
- Excellent communications, love the text messages reminders for appointment.
- My phone call was punctual and informative, but I do feel face to face appointments are needed
- Handled with care and I like the fact that I'm already booked in for my next appointment for the next b12 thankyou
- Doctor was attentive, re-assuring, friendly and insightful. She was warm and I felt safe and heard as a patient.
- Nurse 30 mins late
- My appointment was for an annual review but, apparently this only consisted of my blood pressure and a blood test. I had questions prepared to ask but the nurse was unable to answer any of them.

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

- Passed on all the comments/feedback to the team.
- We do offer both telephone appointments and face to face appointments for GP and Nurse appointments.
- 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.
- Annual reviews can consist of an initial appointment for baseline tests and then a follow up appointment is made with a Nurse who is specialised to review results and discuss medical conditions in more depth. As a practice we may need to make this clearer when we invite patients.
- 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 292 responses that rated the practice as being 'very good' or 'good' in the month of January.

**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.