

## **Patient Survey Results – You Said, We Did**

*Thank you to all patients who completed our recent survey. Your feedback helps us improve our services.*

### **You Said: It can be difficult to contact the practice**

#### **We Did:**

- Reviewed call demand and peak times
- Promoted online access routes (NHS App / online forms)
- Improved telephone messaging

### **You Said: Appointment access can feel limited at times**

#### **We Did:**

- Prioritised urgent and clinically appropriate care
- Reviewed appointment capacity regularly
- Used wider clinical team to increase availability

### **You Said: It is not always clear how to access services**

#### **We Did:**

- Updated website information
- Simplified appointment guidance
- Improved in-practice information

### **You Said: Staff are kind, helpful, and listen**

#### **We Did:**

- Shared feedback with the team
- Continued communication training
- Reinforced patient-centred care approach

### **You Said: Reception staff are polite and helpful**

#### **We Did:**

- Shared positive feedback with team
- Continued customer care training

### **You Said: Privacy and confidentiality are important**

#### **We Did:**

- Maintained strict confidentiality procedures
- Continued staff training in data protection

**You Said: Online services are helpful but not for everyone**

**We Did:**

- Promoted digital access options
- Maintained non-digital alternatives

**You Said: Support for individual needs is important**

**We Did:**

- Improved visibility of support requests
- Recorded and responded to additional needs

**You Said: It is important to provide feedback**

**We Did:**

- Promoted feedback and complaints processes
- Continued acting on patient feedback

**Our Commitment:** We will continue improving access, communication, and patient care based on your feedback.