

PATIENT'S FEEDBACK.....

December 2023

YOU SAID....	WE DID....	THE OUTCOME....
You said: the place looked run down and gloomy.	The whole practice is currently receiving a lick of paint, this has already brightened up the surgery. We also changed the material on all the seating area to black leather.	Bright in the practice The seating area is wiped down twice a day. The leather makes it easier to keep clean.
You said: The lightening was dull in reception corridor	We have changed all the ceiling lights along the corridor.	Brighter in the surgery.
You said: We needed to make the noticeboards more appealing to look at!	We invested in bright shiny papers and fancy lettering to make the information stand out to patients.	Patients will read the information and ask for support, further information from reception, more health promotion... (Dedicated social networking board)
You said: we needed to offer earlier appointments.	We now run an early morning GP session every Friday morning from 7am.	Patients can visit before work on a Friday morning if need to, we also have phone lines open from 7 now 😊
You said: You want an easier way to get prescriptions.	We offer patient online to all patients, there are posters all around the surgery.	Over 70% of patients now order their monthly prescriptions online, this saves less traffic within the surgery.
You said You want more late night appts after 6pm	For the past year now, we have stayed open Mon-Thurs till 7.	Patient have extended hours of appointments.

YOUR FEEDBACK IS VERY IMPORTANT TO US – PLEASE KEEP GIVING US YOUR COMMENTS AND SUGGESTIONS,

This will help us to always improve on the service we provide for the care of our patients.

SHERWOOD RISE MEDICAL CENTRE TEAM