



“You Said” – “We Did” 2021- 2022

We have recently had feedback from patients via our Friends and Family Test. PATIENT

Market Weighton Practice	
“You Said”	“We did”
<i>April 2021</i> “I had difficulty in booking a blood test in a timely manner”	Additional clinics added for phlebotomy
<i>May 2021</i> “I have used all my call time on my mobile waiting in the queue”	Reduced the number of people it is possible to have in the telephone queue at any one time, reducing the amount of time it will be possible to wait in the queue.
<i>June 2021</i> “I would like the option to book a face to face appointment”	More face to face appointments with clinicians made available to book within appointment availability.

If you would like to discuss this further please speak to: Sue Smith, Practice Manager Market Weighton Practice



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July 2021 “The wait on the telephone line to book and appointment is excessive”	 Three new members of admin recruited to help within the team which will include extra help on answering telephones. Also new information added to phone options to give easier access to information and other services where patient chooses.
August 2021 “Can more face to face appointments be offered?”	 We have been working with NHS guidelines during the pandemic of offering a telephone triage first model. We are now offering patients more choice on if they would like a telephone, video or face to face consultation.
September 2021 “When can I book in for a flu jab at the practice”	 Flu appointments made available to book into and these appointments also made available to book online.

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<i>October 2021</i> <i>“Can we book a face to face appointment with a GP online”</i>	Face to face appointments made available to book online with a GP
<i>November 2021</i> <i>“Are there other ways can we easily access the practice”</i>	Information regarding the NHS App and Online Solutions made accessible to patients via posters, leaflets at the practice and in the process of being sent via text message to patients. The more that patients whom are able to use these facilities do use them, this will free up telephone lines for those patients that need to use this route. Digital solutions also help patients to access support 24/7 7 days a week making healthcare more accessible too.
<i>December 2021</i> <i>“When are you closed over Christmas”</i>	MJOG message sent to patients with SMS enabled on their records with info on closing times and alternative services available, same information also shared on practice website. Posters put up in practice to advertise times.

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January 2022 “Cancelled my appointment via text on the day” Source: Friends and Family feedback	We will give as much notice as possible where it is necessary to cancel an appointment. Cancelling any appointment is absolutely a last resort. We will try every avenue to carry out the appointment as planned, only when these are exhausted will a cancellation be applied. Staff illness and current Covid isolation regulations all have implications on the occurrence of cancelled appointments.
February 2022 “Call was 15 minutes late, no explanation” Source: Friends and Family feedback	Reminder sent out to the team to not give times for phonecalls as unexpected delays can and do occur. It is also clearly noted on appointments booked via online services that the appointment time given is approximate
March 2022 “It would be good to have an overview of the practice website” Source: PPG	Session arranged to deliver Market Weighton Practice website overview with members of the PPG via Microsoft teams.

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