



## “You Said, We Did” 2022 - 2023

We recently received feedback from patients via our Friends and Family Test.



**Humber Teaching**  
NHS Foundation Trust

Market Weighton Practice	
“You Said”	“We did”
April 2022  Practice Nurse appointment cancelled due to sickness Source: Friends and Family feedback	  Additional Practice Nurse identified through Recruitment Agency
May 2022  Increase in request for Community Links Support Source: Feedback from patients	  Appointments available with Community Links Worker on a Saturday morning available to book online and by contacting the Practice.

If you would like to discuss this further, please speak to:

**INSERT SERVICE MANAGER NAME AND ROLE HERE**



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<p>June 2022</p> <p><i>“There are some areas of the practice website that may benefit from a review”</i> Source: PPG Committee</p>	<p>Practice website review undertaken in conjunction with Humber Communications team. Relevant changes made to the website with a view to making it easier for patients to use.</p>
<p>July 2022</p> <p><i>“I was waiting some time after I arrived to get in to see the doctor”</i> Source: Friends and Family feedback</p>	<p>Whilst we do endeavour to stay as close to appointment times as possible there are occasions where the GP may be unavoidably delayed. We will notify patients of unforeseen delays as soon as possible so they then have the option to wait or rebook.</p>
<p>August 2022</p> <p><i>“Could you give any more options to rebook an appointment when the practice cancels an appointment ”</i> Source: Complaint feedback</p>	<p>Cancelling appointments is a very last resort for the practice but sometimes this is unavoidable. We have reviewed our process and added the option to be able to reply to a cancellation text message if you would like us to rebook for you. Patients sometimes prefer to rebook themselves online or via telephone but this gives patients an additional option.</p>

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September 2022 <i>“Phone consultation is not adequate alternative to Face to Face” Friends &amp; Family Feedback</i>	We offer the option of telephone appointment or face to face appointments. We also offer online consultations via the link on our website.
October 2022 <i>“Insert here”</i>	Insert here
November 2022 <i>“Insert here”</i>	Insert here

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