



“You Said” – “We Did” 2021- 2022

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

| Manor House Surgery | |
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| “You Said” | “We did” |
| <p><i>April 2021</i></p> <p><i>It would have been better if we could have booked our covid jabs online as it took ages to call and book and then only 5 seconds to book me in</i></p> | <p><i>April 2021</i></p> <p><i>We have made a selection of all of our clinics bookable online for patients so that they don't have to call up and can book in when it is convenient for them</i></p> |
| <p><i>May 2021</i></p> <p><i>We want to be able to see a GP face to face if we need to</i></p> | <p><i>May 2021</i></p> <p><i>We have now amended the appointments so they don't all have to be triaged by a clinician first but if it is something that will clearly need a F2F it can be booked in straight away by reception admin e.g. a breast lump</i></p> |
| <p><i>June 2021</i></p> <p><i>Apparently I got left a voicemail asking to call the surgery as I needed a repeat blood test but I never check my voicemails, why not just send a text?!</i></p> | <p><i>June 2021</i></p> <p><i>We now try to call patients and if they do not answer their mobiles we send them a text asking them either to book online for a blood test or contact us so that we can book them in</i></p> |

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| <p><i>July 2021</i></p> <p><i>I got a text asking my how my appointment was and I hadn't even had it yet! The GP hadn't called me yet so I thought I had missed it but the surgery said the GP was just running behind but then why text me asking me how it was?</i></p> | <p><i>July 2021</i></p> <p><i>We have changed the time that the friends and family questions are sent out to patients after an appointment to 4 hours after an appointment so the appointment will have happened by this point.</i></p> |
| <p><i>August 2021</i></p> <p><i>I struggle to walk and since covid we have had to walk through the entire building because of the one way system, I don't think that this is necessary any more as there are two front doors and plenty of space to leave without having to walk through the entire building</i></p> | <p><i>August 2021</i></p> <p><i>We have implemented this as the patient is correct and since having new flooring put in we haven't got the one way floor stickers so to avoid confusion we have open both front doors allowing patients to enter and exit the front of the building</i></p> |
| <p><i>September 2021</i></p> <p><i>GP survey results show that only 54% of patients found it easy to get through on the phone</i></p> | <p><i>September 2021</i></p> <p><i>We have updated our phone message to give details of all the things you are able to do online and you are now able to press numbers for different options to give you more details on things without having to speak to someone so that patients are able to navigate themselves instead of waiting on hold.</i></p> |

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| <p><i>October 2021</i></p> <p><i>Gp Survey results show 57% of respondents are satisfied with the general practice appointment times available</i></p> | <p><i>October 2021</i></p> <p><i>We offer patients evening and weekend appointments in the improving access service at Wolds View. We also offer evening video consultations with Push Dr and we try to offer this to all patients to give them a choice of times</i></p> |
| <p><i>November 2021</i></p> <p><i>You were struggling to hear staff through the Perspex screen at the reception</i></p> | <p><i>November 2021</i></p> <p><i>We have fitted a small microphone so that staff can be heard and it works both ways so it also makes it easier for us to hear patients</i></p> |
| <p><i>December 2021</i></p> <p><i>You wanted to be able to book appointments locally for the covid booster</i></p> | <p><i>December 2021</i></p> <p><i>We have worked with all the other surgeries in Bridlington to make more clinics available at the Medical Centre for patients to book into. There is also a dedicated phone number to book which we have sent out in a text message and we are able to book directly from the surgery as well.</i></p> |

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| <p><i>January 2022</i> <i>‘I’m still waiting on the phone for ages just to cancel my appointment’</i></p> | <p><i>January 2022</i> <i>Patients can sign up to our text message system which reminds you of appointment times, if you are unable to attend you can simply reply ‘CANCEL’ in a text message and it will automatically cancel your appointment without having to call the surgery.</i></p> |
| <p><i>February 2022</i> <i>There is rubbish in the car park on the bin is overflowing</i></p> | <p><i>February 2022</i> <i>Our hotel services team have addressed this issue and the surgery is now cleaned twice a day to ensure that the standards are met</i></p> |
| <p><i>March 2022</i> <i>There never seems to be face to face appointments when I need to ‘see’ someone</i></p> | <p><i>March 2022</i> <i>All available appointments can now either be booked as a face to face appointment or a telephone appointment depending on the needs of the patient</i></p> |

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