**You Said, We Did**

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| **You said** | **We did** |
| *It was difficult to get through on the phone in the morning.* | It is important to ensure that patients can reach us via telephone whenever they need to. We have now upgraded to a new cloud-based telephone system.  We now have a “call back” facility on our phones so at times when we are busy you can select for us to ring you back when we are free, this stops you having to wait in long queues.    We have looked at our telephone data and are currently working on ways to alter our workloads to respond more quickly to calls at our busiest times.  We are now also using the Pharmacy First referral scheme, where you can obtain help and advice from your local Pharmacist for a variety of minor illness conditions. |
| *There was a long wait for blood test appointments* | Due to up skilling a member of the practice team, this had led to a drop in the availability of blood test appointments. We now utilise appointments at our extended access services such as Charnwood Surgery and Quorn Medical Centre on weekends and evenings which is more beneficial for patients. |
| *It was difficult to always get an appointment* | We have increased the number and range of clinicians that now provide services to our patients, and you can now access appointments with:   * Pharmacists – in house and via Pharmacy First * Social Prescribers * Mental Health Practitioners * First Contact Physiotherapists   By providing the reception team information regarding your concern, they will be able to co-ordinate your care and help direct you to the service that is most appropriate for your needs.  We have worked with our local GP colleagues in our Primary Care Network to offer Extended Access Clinic Appointments to patients, these appointments are available via telephone consultations or face to face and are located at nearby sites. All the practices within our Primary Care Network are working together to help improve access for our patients. These appointments are available on some evenings/ and on weekends. |
| *You said that you do not always find it easy to use our practice website* | We are currently reviewing our practice website to make the information we share with you easier to view and access. Please keep an eye out for changes in the next few months.  Our website is [www.highgatemedicalcentre.co.uk](http://www.highgatemedicalcentre.co.uk) |
| *You weren’t always aware what was happening at the practice* | We have now started creating a monthly newsletter. This includes updates of what is happening both at the practice and in the local area. The newsletter is shared with the practice team and is also uploaded to our website.  We have used our Facebook page to encourage patients to subscribe, via our website to our newsletter as this means it will automatically be sent to them each month.  We also include new groups / updates from our social prescribing team to promote their work and engage patients in the local community for example the Sileby Wellbeing Café. |