

What You Said	What Are We Doing?
<ul style="list-style-type: none"> Your experience of the surgery is generally positive. You think that receptionists and dispensary staff are helpful. 	<ul style="list-style-type: none"> We have passed on your comments to all staff.
<ul style="list-style-type: none"> Patients often have difficulty getting through to the surgery by phone. 	<ul style="list-style-type: none"> Over the past 2 months we have recruited more staff to answer the phones. The answering times have already significantly reduced and we hope to improve it further.
<ul style="list-style-type: none"> Over a third of patients do not find it easy to book appointments in advance. 	<ul style="list-style-type: none"> We are undertaking a full review of the appointments process, to ensure the service is improved. This will be continually monitored.
<ul style="list-style-type: none"> Online services are seen as being an increasingly important source of information and method of communication. 	<ul style="list-style-type: none"> The Practice web site has undergone a complete revamp to make it more informative and user friendly. We are looking at ways to make it easier for patients to provide the Practice with their email addresses.