**Cavendish Health Centre**

**YOU SAID…WE DID**

Thank you for taking the time to give us feedback via our Friends and Family Test text message system. We are always trying to improve our patient services and appreciate your input.

From October – December 2024, we received the following results and many positive comments – thank you.

We did also receive suggestions for improvements and discussed these as a team with staff and with our Patient Participation Group (PPG).

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| **YOU SAID…** | **WE DID** |
| It’s not practical to call at 8am for an appointment – very limited slots available | **We have changed our appointments system!**  Appointments are now released throughout the day, every day, for availability two days, one week, and two weeks in advance.  Evening and weekend appointments are also available at local hub practices. If we are unable to offer a suitable time at our surgery, we can arrange an appointment at an alternative location.  As always, a duty doctor is available each day to triage urgent appointment requests. |
| I had to call on different times and days to get an appointment with a GP | Our reception team is trained to triage patients and schedule appointments with clinicians and relevant services.  When a patient call to book an appointment, our reception team will ask a few questions to better assist with patients’ queries.  If we are unable to offer an appointment with one of our GPs at the surgery, we can provide appointments at local hub practices during evenings and weekends. |
| I had to wait for almost an hour to be seen  The GP was running late, and it would’ve been more appropriate if I received a text or a notification that my appointment will be later than expected | We never intend to keep you waiting and know how precious your time is. Sometimes, patients need longer than ten minutes or there may be an urgent clinical matter that we need to deal with.  **We know improved communication would help. we will endeavour to inform you via our reception team when clinics are running late. We discussed this in our doctors' team meeting as well.**  Please help us by booking an appointment to discuss one problem. You can book a double appointment if you need to discuss more. |
| PATCHS doesn’t work 24/7 | PATCHS services operate in accordance with the practice's opening hours. Unfortunately, messages are not monitored outside of these times, which is why the service availability is aligned accordingly |
| Long queue on the phone when calling for appointments | With our new phone provider, after selecting the appropriate option from the main menu, you can secure your place in the queue by pressing 1. You will then receive a call back when you are next in line, and you won’t need to remain on hold. |

If you would like to join our Patient Participation Group (PPG) please contact our reception team to leave your contact details.