

[Patient]

# You Said...

# ...We Did

*PPG asked if they could attend a meeting to discuss their role with Practice staff, to forge better relationships.*

Two PPG members attended admin meeting on March 12<sup>th</sup> and will attend the Clinical Meeting on April 18<sup>th</sup> .



## Market Weighton Practice

### March 2024



[Patient]

# You Said...

# ...We Did

Local neighbours requested Practice send a message to our patients to use the car park rather than parking their cars in the street blocking drive access.

Request sent via text message to our patients and included article in the Practice February newsletter to respect the neighbourhood.



**Market Weighton Practice**  
February 2024

[Patient]

# You Said...

# ...We Did

*Patients asked if  
it would be possible  
to have Health  
Checks arranged*

NHS Health Checks  
to be provided over  
the next few weeks  
on a Thursday  
evening.



## Market Weighton Practice

January 2024



[Patient]

# You Said...

# ...We Did

*Patients asked if it  
would be possible to  
have more MSK  
Clinics*

Additional MSK  
Clinics now  
available in  
Practice each  
Monday



## Market Weighton Practice

### December 2023

[Patient]

# You Said...

# ...We Did

*Patients mum  
asked Practice  
if it would be possible  
to turn off the waiting  
area TV screens  
when they bring  
her for an  
appointment.*

We confirmed that  
we would be happy to  
do this and advised  
the team, so, they  
are aware.



## Market Weighton Practice

November 2023



[Patient]

# You Said...

# ...We Did

*The option to have an appointment at a later time on a Thursday evening is great.*

More advanced practitioner appointments made available on Thursday evenings to increase options available to patients.



## Market Weighton Practice

October 2023

[Patient]

# You Said...

# ...We Did

*The phone answering times are very long.*

*(Source: FFT Feedback)*

Patients can submit online consultations for non-emergency conditions / admin queries. Freeing up phone lines for those relying on telephones to contact us.



## Market Weighton Practice

### September 2023



[Patient]

# You Said...

# ...We Did

*Patient requested, if possible, to have a hearing loop in the Practice conference room for PPG meetings.*

Email sent to estates to request the supply of a hearing loop as requested.



## Market Weighton Practice

### August 2023



[Patient]

# You Said...

# ...We Did

*Patient sent a letter asking to speak to the Clinical Team about Dystonia having recently attended a conference about the condition.*

Email sent to Mandy Dawley (PACE Team), to see if it could be used as a patient story.



**Market Weighton Practice**

**July 2023**

[Patient]

# You Said...

# ...We Did

*Practice neighbour asked if we could send a text message to patients asking them not to park outside their property.*

Text message sent advising patients to park in the car park when attending the Practice for an appointment.



## Market Weighton Practice

June 2023



[Patient]

# You Said...

# ...We Did

*PPG Action Plan  
Group requesting  
updated patient  
booklet.*

Working with PPG  
Action Group to  
create a booklet  
which will be funded  
by Health Stars.



## Market Weighton Practice

May 2023

[Patient]

# You Said...

# ...We Did

*Patients requesting more information on staff levels at Practice.*

*(Source: PPG)*

Practice Newsletter created including detailed information on practice staff levels including staff with us from the PCN.



## Market Weighton Practice

April 2023