

[Patient]

You Said...

...We Did

Please would it be possible to have some more MSK appointments in Market Weighton.

Additional MSK clinics have now been secured.



Market Weighton Practice

March 2025



[Patient]

You Said...

...We Did

*Patient suggested
some steps that would
be helpful regarding
appointments for
patients with
Dementia.*

System changes
put in place to
incorporate these
changes and raised
awareness
with team.



Market Weighton Practice

February 2025

[Patient]

You Said...

...We Did

PPG raised a query regarding the gathering and reporting of Friends and Family Data.

Email sent to The Chair of the PPG explaining the current process.



Market Weighton Practice

January 2025

[Patient]

You Said...

...We Did

More availability of appointments in Market Weighton would be good.

Working with our PCN, we have been able to secure further MSK appointment availability in practice from January 2025.



Market Weighton Practice

December 2024

[Patient]

You Said...

...We Did

Patients have been asking when Cohens pharmacy will be back open at the practice?

Cohens have confirmed they will reopen at the Practice on 25th November 2024. Patients being made aware by both parties.



Market Weighton Practice

November 2024



Caring, Learning
& Growing Together

[Patient]

You Said...

...We Did

*Patient commented
it was not clear how
many GP's we have
working at the
practice.*

Practice website
and noticeboards in
practice display this
information and are
updated when there
are changes within
the team.



Market Weighton Practice
October 2024

[Patient]

You Said...

...We Did

A patient said that it is not clear that samples should be handed back into the Practice by 2.00 pm.

A new sign has been put up in the waiting area and a slip produced which will be handed out by the receptionist to confirm the cut off time.



Market Weighton Practice

September 2024



Caring, Learning
& Growing Together

[Patient]

You Said...

...We Did

*PPG chair
requested the Practice
Manager to present
meeting reports in a
new format to include
more detailed data.*

The August Practice
Managers report was
presented in the new
requested format
which will become the
template for future
updates.



Market Weighton Practice
August 2024

[Patient]

You Said...

...We Did

Feedback received from a patient that the waiting room posters were not in any sort of order and clear for patients to understand.

We have asked one of our volunteers to take on the responsibility of keeping practice posters up to date.



Market Weighton Practice

July 2024



[Patient]

You Said...

...We Did

We were asked by members of the PPG for data around open hours of 'Online Consultations'.

Document creation and data gathering is underway to supply this information.



Market Weighton Practice

June 2024

[Patient]

You Said...

...We Did

Following a PPG meeting we have been asked to install a meeting room hearing loop.

Job logged with Estates Team to investigate / action.



Market Weighton Practice

May 2024

[Patient]

You Said...

...We Did

Patient fed back to the Practice that we did not have any 'Parent and Child' car parking spaces.

Landlord contacted.
Car park to be refigured to include 'Parent and Child' spaces.



Market Weighton Practice

April 2024

[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 12th and will attend the Clinical Meeting on April 18th.



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