

[Patient]

# You Said...

# ...We Did

*Patients requested a designated space for wheelchair users within the waiting room where it is easily accessible for the clinician to engage with the patient.*

Moved some chairs in the waiting area to create a space for wheelchair users, closer to the reception desk, for staff to better monitor that the patient is okay.



## King Street Medical Centre

April 2025



[Patient]

# You Said...

# ...We Did

The message template that gets sent back to patients when they have submitted an appointment request is unclear if they are going to receive an appointment.

Amended template to confirm triage has been completed and patient is waiting for availability, and the Practice will contact an appointment. Also, message provides info on alternative services.



## King Street Medical Centre

March 2025

[Patient]

# You Said...

# ...We Did

*A patient reported  
that one of the  
bollards next to the  
pathway was loose  
and nearly tipping  
over.*

Reported to Estates  
immediately and had  
this secured to the  
ground to ensure  
patient safety.



## King Street Medical Centre

### February 2025



[Patient]

# You Said...

# ...We Did

*Patients requested additional ways to complete FFT feedback forms. Some patients have communication problems such as reading and writing.*

Staff member has shown some of our volunteer's how to support patients to complete FFT's on the practice IPAD.



## King Street Medical Centre

January 2025

[Patient]

# You Said...

# ...We Did

*Patients asked for  
a private space to be  
able to have a  
conversation with the  
Reception Team  
if required.*

We have made  
Room 9 accessible  
for private and  
confidential conversations  
with Reception Teams  
when patient requests  
privacy.



## King Street Medical Centre

### December 2024

[Patient]

# You Said...

# ...We Did

*PPG members requested that their notice board be moved more centrally in the waiting area so, information is more visible to patients.*

The PPG notice board has been moved to a more central and visible place within the main waiting area.



## King Street Medical Centre

November 2024

[Patient]

# You Said...

# ...We Did

Staff were noticing some patients were finding it difficult to use the self check in touch screen with their fingers due to small lettering.

Purchased a small touch screen stylus that could be used to carefully press the letters.



## King Street Medical Centre

October 2024



Caring, Learning  
& Growing Together

[Patient]

# You Said...

# ...We Did

*Feedback from  
Care Home staff that  
paperwork pages for  
new registrations were  
missing meaning they  
had to send multiple  
copies.*

Created an extra  
tray for care home  
registrations only, so  
we can keep all  
their paperwork  
together, in one  
place.



## King Street Medical Centre

### September 2024





[Patient]

# You Said...

# ...We Did

*PPG wanted the  
waiting room  
decluttering of  
posters.*

Tidied all the boards  
and got rid of any  
unnecessary posters.



## King Street Medical Centre

### August 2024

[Patient]

# You Said...

# ...We Did

*PPG requested changes to the car park signage as they were confusing.*

Car parking signage has been updated with clearer to understand information.



## King Street Medical Centre

July 2024

[Patient]

# You Said...

# ...We Did

*PPG Feedback  
Requested a PPG  
designated  
information display  
board in reception for  
patient updates.*

Board installed in the  
waiting room area,  
which PPG members  
will manage.



## King Street Medical Centre

June 2024

[Patient]

**You Said...**

**...We Did**

*Develop customer  
service skills further*

All admin booked on  
care navigation  
training



**King Street Medical Centre**

**May 2024**



[Patient]

# You Said...

# ...We Did

*PPG feedback.  
More customer service  
training required for  
staff on reception  
and telephone  
answering.*

Live staff  
supervision with  
instant feedback  
implemented for  
customer service  
skills development.



## King Street Medical Centre

April 2024



[Patient]

# You Said...

# ...We Did

*Patients wanted less  
clutter of posters in  
the waiting room  
(PPG)*

Re-arranged the  
posters and reduced  
the amount of clutter



## King Street Medical Centre

### March 2024



[Patient]

# You Said...

# ...We Did

*Patients unhappy  
with the wait in the  
phone queue time  
length.*

New phone  
system has a call  
back feature, so they  
don't have wait.  
Practice then calls  
the patient back.



**King Street Medical Centre**  
**February 2024**

[Patient]

# You Said...

# ...We Did

*Patients asked for  
phone queue back as  
they did not know how  
long to stay on the  
line for.*

Requested service  
provider the One  
Point to put the queue  
option back onto the  
phone system for  
patients.



## King Street Medical Centre

### January 2024



[Patient]

**You Said...**

**...We Did**

*Big demand for  
pessary fitting.*

Designated list for  
Liz for pessary fitting  
after her training  
completed to  
support this.



**King Street Medical Centre**  
**December 2023**

[Patient]

# You Said...

# ...We Did

*Patients asked for  
more blood  
appointments early  
in the morning.*

*(Source: FFT Feedback)*

Added more  
phlebotomy  
appointments to  
extended access.



## King Street Medical Centre

### November 2023



[Patient]

# You Said...

# ...We Did

*Patients have asked for the lights outside to come on as its now getting dark earlier.*

Called estates and they have changed the timer on the lights for us.



## King Street Medical Centre

October 2023



Caring, Learning  
& Growing Together

[Patient]

# You Said...

# ...We Did

*Patients needing  
help with the  
self-check in screen.*

*(Reception)*

Now have two  
volunteers  
in the waiting room  
to help patients  
to use  
the screen.



## King Street Medical Centre

### September 2023



[Patient]

# You Said...

# ...We Did

*Patients having to  
wait at reception as  
check in screen not  
always on.*

*(Source: FFT Feedback)*

Shown the admin  
team how to turn the  
screen on in a  
morning.



## King Street Medical Centre

### August 2023



[Patient]

# You Said...

# ...We Did

*Patients having  
to pull the door  
as the button press  
from outside was  
taken away.*

Reinstated the  
external button press  
to ensure appropriate  
accessibility for  
patients.



## King Street Medical Centre

July 2023



[Patient]

# You Said...

# ...We Did

*Patients found the auto pre-set texts confusing when launching our new system.*

Text pre-sets changed when blood / pathology results filed advising patients if they need a follow up, to complete the online AccuRX form on the website for ease.



## King Street Medical Centre

June 2023



[Patient]

# You Said...

# ...We Did

*Patients asked for  
the intercom to be  
turned off.*

*(Source: Reception)*

This has now  
been switched off  
and patients can let  
themselves in now.



## King Street Medical Centre

May 2023





[Patient]

**You Said...**

**...We Did**

*Patients wanted more  
online bookable slots  
for bloods.*

*(Source: GP Survey)*

Added more online  
slots with the HCA'S  
for blood tests.



**King Street Medical Centre**

**April 2023**

