

[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

