

[Patient]

You Said...

...We Did

Patients were not happy with existing telephone system.

New telephone system purchased and implemented.
Call answer time has been decreased by 50%.



Humber Primary Care

April 2025

[Patient]

You Said...

...We Did

*Patient's asked for
cervical screening
appointments to be
available on a
Saturday via online
appointments.*

Appointment's now
available to book on
a Saturday via online
appointments.



Humber Primary Care

March 2025



[Patient]

You Said...

...We Did

*Patients asked for
support with using
digital tools.*

Practice volunteers
are now able to
support patients in
the waiting room.



Humber Primary Care
February 2025

[Patient]

You Said...

...We Did

*Patients requested
an allocated time frame
when requesting a
Telephone call
appointment.*

A 2-hour time frame
is now sent in the
Accurx message to
all patients.



Humber Primary Care
January 2025

[Patient]

You Said...

...We Did

Following the installation of a Breast-Feeding Chair in August, patients were not using it due to a lack of privacy.

Practice has ordered and now installed a privacy screen to give patients a defined private area when wishing to use the chair.



Humber Primary Care
October 2024

[Patient]

You Said...

...We Did

*RSV Vaccinations for
patients.*

The patients were
happy as we have
held clinics during
September.



Humber Primary Care
September 2024

[Patient]

You Said...

...We Did

*Patients said they
needed somewhere to
breast feed their
babies.*

Health Stars fund has
granted our wish
request for a
breast-feeding chair.



Humber Primary Care
August 2024

[Patient]

You Said...

...We Did

*Allow for more
appointments at the
surgery.*

We have moved the
Clinical Meeting to an
evening to free up
more appointment
slots.



Humber Primary Care

July 2024



[Patient]

You Said...

...We Did

*Patient's were
unhappy with our
telephone system.*

We have now
installed a new
telephone system to
improve patient
experience.



Humber Primary Care

June 2024



[Patient]

You Said...

...We Did

"I waited in the queue 10 minutes at Station Avenue whilst the receptionist completed an online consultation for someone"
(Patient feedback)

We have attached an i-pad to the wall in the waiting room. Patients can now complete their own online consultations and not be held up in a queue.



Humber Primary Care

May 2024

[Patient]

You Said...

...We Did

*"I waited 20 minutes
to see a GP today"*
(Friends & Family feedback)

A message has been
added to waiting room
TV Screens saying "If
you have waited longer
than 15 minutes please
speak to reception"



Humber Primary Care

April 2024

[Patient]

You Said...

...We Did

After having waited almost two weeks for the appointment, the attention I received from the doctor was very good.

We have added an extra GP onto the roster every day to work with the duty GP. This is to help bring down appointment waiting times.



Humber Primary Care

March 2024



Caring, Learning
& Growing Together

[Patient]

You Said...

...We Did

*Several patients
have said they do not
like the layout and
functionality of the
Humber Primary
Care Website.*

Volunteers &
Practice staff are
engaging with patients
to understand how we
can improve the website
design / functionality.
Capturing feedback
electronically.



Humber Primary Care

February 2024

[Patient]

You Said...

...We Did

*Patients have
complained they are
receiving too many
information text
messages*

The Practice
has decided to
stop all promotion
and information
text messages
to patients.



Humber Primary Care
January 2024

[Patient]

You Said...

...We Did

A book share for patients would be nice.

Humber's Trust charity has provided bookcases at Providence Place & Station Avenue. Offering an inexpensive way to exchange / obtain books. Benefiting patient's & staff.



Humber Primary Care
December 2023

[Patient]

You Said...

...We Did

*Both sites
sometimes have
long reception queues.
Some patients just want
to check in, others
complete an online
consultation, but
don't know how.*

We now have
three volunteers two
at Station Avenue, one
at Providence Place.
Available AM Monday's
& Friday's. Helping
patients to check in or
complete an online
consultation.



Humber Primary Care

November 2023

[Patient]

You Said...

...We Did

There aren't enough appointments and not enough GPs for the patients.

(Verbal feedback)

Humber Primary Care have recruited two new GPs.
Dr Vivienne Mankarious,
Dr Albert Twinomugisha.
We now have six GPs.



Humber Primary Care
October 2023

[Patient]

You Said...

...We Did

*I stood in the queue
at reception for ages,
I just needed help
with the app.*

Care Coordinators
supporting patients
with long queues. Asking
if they can support with
anything. Utilising a laptop,
they promote the NHS app. /
online consultation booking.
Utilising LD hub for
privacy if required.



Humber Primary Care
September 2023

[Patient]

You Said...

...We Did

Patients have found it difficult to hear and interact with staff at reception desk at Providence Place, desk too wide, staff sat too far back. Confidentiality a problem.

The reception desk width reduced. Staff are sat closer to the patients. Helping with confidentiality.



Humber Primary Care
August 2023

[Patient]

You Said...

...We Did

The TV in the waiting room at Providence Place isn't working properly and when on, the information is out of date.

We have made sure, the TVs in both Providence Place and Station Avenue are now working. Information is now up to date.



Humber Primary Care

July 2023



Caring, Learning
& Growing Together

[Patient]

You Said...

...We Did

*I work all day and
can't always ring the
surgery between
8am-6pm, what
can I do?*

Patients can
complete an online
consultation (clinical or
admin). Practice review
each morning and action
appropriately. Patients with
no internet are supported
by staff to complete
the forms.



Humber Primary Care

June 2023

[Patient]

You Said...

...We Did

*Patients expressed
difficulty booking
appointments when
reviews are needed.*

We now offer
9 AccuRX templates
for patients to book
their own appointments.
(BP, Smear, COPD,
Diabetic pre-assessment,
HbA1c, Hypertension,
med reviews and
pill check).



Humber Primary Care

May 2023



[Patient]

You Said...

...We Did

*Just tried to ring
to get some antibiotics
but I was cut off.*

Admin now fully
staffed allowing more
staff to answer phones,
especially at peak times.
The telephone call queue
raised from 10 to 15 to
reduce the number of
patients being
cut off.



Humber Primary Care

April 2023



Caring, Learning
& Growing Together