

[Patient]

# You Said...

# ...We Did

*Having held a Health & Wellbeing Event in 2024. The PPG members asked if we could support with organizing a 2<sup>nd</sup> event in Aug-25.*

The Practice is working with the PPG to arrange a 2<sup>nd</sup> event on 16<sup>th</sup> Aug-2025



## Market Weighton Practice

April 2025



[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 25<sup>th</sup> November 2024. Patients being made aware by both parties.



## Market Weighton Practice

### November 2024



[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 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



Caring, Learning  
& Growing Together

[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