**You Say, We did**

Following the results of the National Patient Survey 2020, we are reviewing the feedback from our patients in order to improve our service.

The following action points have been identified:

**You said**: 66% of patients were satisfied with the type of appointment offered

**We did**: We recognise that this could be improved and in the future we intend to fully address this. Unfortunately due to the COVID-19 epidemic, we are limited in our options with regard to the type of appointment we can offer at present due to NHS England national guidance.

**You said:** 65% of patients find it easy to get through to this GP practice by phone

**We did:** We recognise that our telephone system is inadequate to meet the volume of calls that we are currently receiving. We are in the process of securing new extra lines to improve telephone access.