|  |  |
| --- | --- |
| *You Say,*  | *We did* |
| You ask for us to improve our appointment system to make it easier to get an appointment | We have increased the number of HCA and GP appointments. |
| You ask that we streamline the wait at the reception desk | We have installed a patient self-check screen to reduce the need to go to the reception desk when arriving for an appointment. |