



It is difficult to get through on the phone so we

- Have a new telephone system with call waiting and more people answering
- We are using text links to be able to book appointments
- We have online appointments available to avoid the phone

73% of our patients found receptionists helpful

- Ali has come home!!!!
- Recruitment has been a real struggle
- We have more receptionists than ever before
- Hopefully you will find an improvement in our service

It is difficult to see the same doctor

- We are offering more appointments than ever before
- We have more pre-book appointments to allow continuity
- We value this as well, and any suggestions would be very welcome

POSITIVE !!!

- 95% of patients would recommend us
- 92% of patients felt they were listened to
- Positive feedback from patients on the number of F2F appointments

- We are always looking to improve and any suggestions are welcome