

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The central area is white, providing a clean space for the text.

**You said, we listened,
We did!**

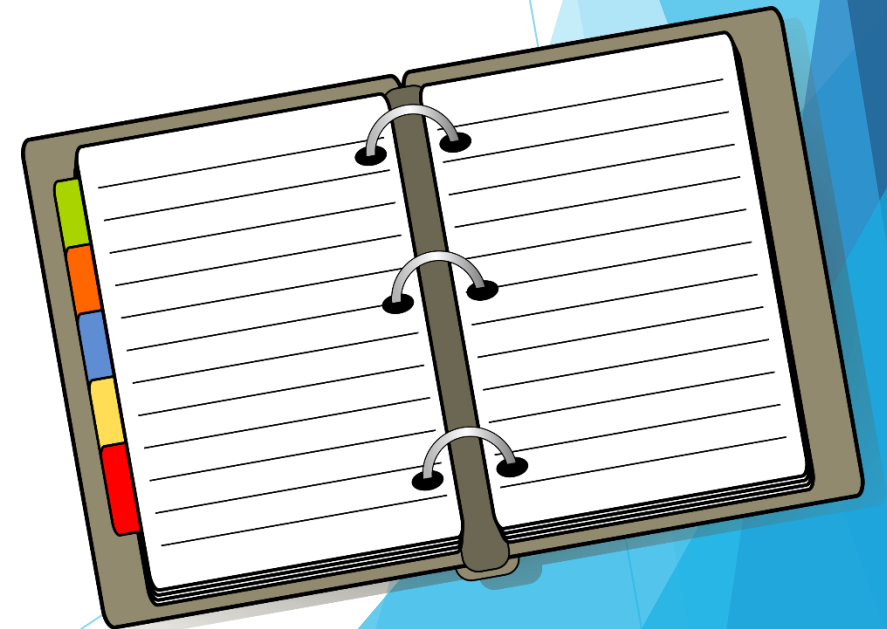
You Said:



- ▶ Our telephone system needs improvement
- ▶ The way we processed our forms could be better

We did:

- ▶ We upgraded our telephone system to a more robust service which informs patient of where they are in the queue, the new service also provides an automatic call back service which holds their place in the queue and calls them when it's close to their turn.
- ▶ We Implemented a log book that records all forms that are handed into reception and requires a GP to fill in. This ensures that no forms are lost in transit, are given to the most appropriate GP and completed in a realistic time frame where all parties involved are happy.





- We were the first GP practice in West London to reopen their doors and welcome patients back in to the practice
- The first practice in West London to offer reintroduce face to face appointments out of lock down.
- We introduced a proactive GP appointment waiting list
- One of our kind patients re painted our reception area to thank us.
- One of previous receptionists is now on the path to becoming a nursing associate
- One our salary GP's has now become a partner of the practice



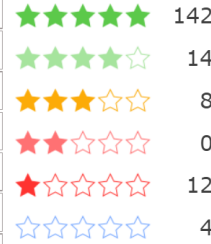
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
6	3	91
December 2021		
All		
All		
138 Responses		
0 Appointments		
100% Response Rate		
0 Verbose Responses		

The Numbers



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
7	7	87
January 2022		
All		
All		
180 Responses		
912 Appointments		
20% Response Rate		
0 Verbose Responses		

The Numbers



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
7	4	90
February 2022		
All		
All		
225 Responses		
979 Appointments		
23% Response Rate		
0 Verbose Responses		

The Numbers



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
4	4	92
March 2022		
All		
All		
240 Responses		
1062 Appointments		
23% Response Rate		
0 Verbose Responses		

The Numbers

