

**Your Patient Questionnaire Feedback…**

This is what you told us about Cheetham Hill and Queens Medical Centres. We are using this information to continuously improve the quality of the service we provide.

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| You Said**People are mostly working, please provide a service on a Saturday****There is no complaints procedure** |
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**I would like the opportunity to meet face to face.**

We Did

You Said

**Sometimes doctors refuse to listen to all problems because of lack of time**

We Did

**There needs to be improvements for deaf people, phones are difficult**

We Did

**We received several comments around the difficulty in access appointments by telephone in the mornings**

You Said