



## "You Said" - "We Did" Update 2023-2024

We have recently had feedback from patients via our Friends and Family Test.

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<p><i>June 2022</i> <i>Urgent medical treatment should be seen by doctor of the day rather than calling 111 which take ages for them to answer</i> <i>(F&amp;F)</i></p>	<p><i>June 2022</i> <i>As Humber Primary Care from July 18<sup>th</sup>, we will offer on the day appointments for urgent medical needs. We will have a duty GP and up to three ANPs, a duty nurse and HCA, all on the day for immediately necessary care.</i></p>
<p><i>July 2022</i> <i>Have more telephonists</i> <i>(F&amp;F)</i></p>	<p><i>July 2022</i> <i>Two administration staff are joining the HPC team from Fieldhouse in August and interviews are taking place for a new administration vacancy.</i></p>
<p><i>August 2022</i> <i>More call handlers to reduce call cue</i> <i>The telephone system, waiting times are too long</i> <i>Get someone to answer phones quickly at practice 2</i> <i>(3xF&amp;F)</i></p>	<p><i>August 2022</i> <i>Interviews have taken place and 5 new administrators have been appointed.</i> <i>2 administrators will be working at Providence Place.</i> <i>3 administrators will be at Station Avenue, they will be working on the phones to reduce call waiting times, booking appointments from Engage consult, emails, and tasks.</i></p>

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<p><i>September 2022</i> <i>I have to wait in the telephone queue for ages, just to cancel an appointment.</i></p>	<p><i>September 2022</i> <i>We have a system where patients who receive a text message reminder can reply ‘CANCEL’ and their appointment will automatically be cancelled from our system if they are unable to make an appointment to save them waiting in the telephone queue.</i></p>
<p><i>October 2022</i> <i>Better ways to access the surgery, I wait ages on the phone</i></p>	<p><i>October 2022</i> <i>Our clinical staff are having training on Engage consult. We can then promote this site to patients and offer more access.</i></p>
<p><i>November 22</i> <i>“On arrival I stood in a queue; unaware there was a touch screen to register my arrival. A notice in a prominent place would help to resolve this problem”.</i></p>	<p><i>November 22</i> <i>In both Station Avenue and Providence place, large posters (with pictures) have been put into prominent places guiding patients to the check in machines.</i></p>

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<p><i>December 22</i></p> <p><i>“I would like more information of other services and other ways to contact my surgery”</i></p>	<p><i>December 22</i></p> <p><i>We are sending out information text messages to patients regarding NHS App, 111 and Engage consult.</i></p>
<p><i>January 23</i></p> <p><i>“I want to be able to see a GP in a week or two”</i></p> <p><i>“Access to my GP in a realistic time frame”</i></p>	<p><i>January 23</i></p> <p><i>Changes have been made to the Clinicians rota. The appointment rota now has 5-day, 10 day and 20-day slots. These slots become available on different dates allowing admin to book patients future appointments</i></p>
<p><i>February 23</i></p> <p><i>At Station Ave, patients are frequently getting lost looking for the toilets. This is due to the lack of signage.</i></p>	<p><i>February 23</i></p> <p><i>New signage (pointing the way to the toilet) has been put up in the main corridor at Station Avenue</i></p>

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<p><i>March 23</i> Patients would like more access to make appointments for reviews, as the phone lines are sometimes busy and if patients are working, they can't always ring within surgery hours.</p>	<p><i>March 23</i> Patients who are due an Asthma review, COPD review and a smear have been sent an Accurx text message. They can make their own appointment by following the link in the text. The practice plan to add more reviews to this over the coming months.</p>
<p><i>April 23</i> Just tried to ring to get some antibiotics but I was cut off.</p>	<p><i>April 23</i> Admin are now fully staffed and have more staff answering the phone especially at peak times and so we have raised the telephone call queue from 10 to 15. This will reduce the number of patients being cut off.</p>
<p><i>May 23</i> Patients expressed difficulty booking appointments when reviews are needed.</p>	<p><i>May 23</i> We now have 9 Accurx templates set up so patients can book their own appointments. (BP, Smear, COPD, Diabetic pre assessment, HbA1c, Hypertension, medication review and pill check)</p>

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