

You Said, We Did December 2023

You said...

Train staff properly.

We did...

All our staff receive extensive training including refresher training. If an issue arises, the Reception Supervisors are happy to assist.

You said...

Keep the staff, they are fantastic.

We did...

Telephone GP appointments are still available, but in some instances a doctor will need to see you face-to-face. Our receptionists are trained in care navigation and book the most appropriate appointment for the patient.

You said...

Bring back the GP telephone appointments.

We did...

Thank you for your feedback, your kind words will be shared with the Practice.

You said...

I didn't know about the signing in screen, I didn't see it.

We did...

We do encourage patients to use the self-arrival however, if you miss the signing in screen, our receptionists are happy to help. Due to demand, we will also be getting a second screen in the Phoenix House waiting area.

You said...

Change the music once in a while because it is annoying.

We did...

We are limited in the music we are able to play as the music has to be royalty free.