

Your Practice, Your Voice: What You Told Us

Thank you to everyone who completed our first **Your Practice, Your Voice** questionnaire.

We have carefully reviewed your responses, and they are already helping us understand what is working well and where we should focus our improvement efforts.

While we may not be able to implement every suggestion, all feedback has been considered and will help shape future priorities and developments within the practice.



You said: staff are caring and helpful

Many patients told us they value the care they receive from our doctors, nurses, pharmacists, reception and administrative teams.

You described staff as:

- Friendly
- Caring
- Helpful
- Knowledgeable
- Reassuring

Using your feedback, we will...

...share these comments with staff so they can see the difference their work makes to patients' experiences. Your feedback shows that many patients value the care, support and professionalism provided by our team.



You said: appointment booking can still be difficult

Some patients told us that booking appointments can feel stressful, particularly when trying to call early in the morning.

You also told us that it would help to:

- Book some routine appointments further in advance
- Make online booking clearer
- Improve flexibility for people who work
- Make it easier to understand what appointment options are available

Using your feedback, we will review:

- How routine appointments are released
- How we explain online appointment options
- The information we provide to help patients choose the most appropriate appointment type



You said: communication is important

Many patients were positive about text messages, social media updates and information provided by staff.

Some patients asked for more information following a diagnosis or while waiting for hospital appointments.

Using your feedback, we will explore ways to:

- Provide clearer information for common conditions
- Share more health education content
- Improve information and signposting for patients awaiting specialist care

You said: prescriptions could be easier

Some patients told us they would like clearer confirmation when prescriptions have been sent to their pharmacy.

Others said that online prescription systems can be difficult to use.

Using your feedback, we will review:

- How we communicate prescription updates
- Whether clearer guidance can be provided to patients
- How we support patients who find online systems difficult to use



You said: accessibility matters

Patients raised issues including mobility needs, carers attending appointments, toilet privacy and access into the building.

Using your feedback, we will review:

- How patients tell us about their access needs
- Information about reasonable adjustments available through the practice
- Practical accessibility concerns highlighted in the survey



You asked for more health information

Topics suggested included:

- Menopause and perimenopause
- Men's health
- Prostate cancer

- Mental health and anxiety
- Ageing well
- Carers' support
- ADHD and autism
- Healthy lifestyles
- Screening and prevention

We will:

Use these suggestions to help plan future health information campaigns, website content, social media posts and future **Your Practice, Your Voice** topics.



What we cannot always change

Some issues raised by patients, such as hospital waiting times, NHS capacity and weekend opening arrangements, are not fully within the practice's control.

However, we can continue to look at how we communicate with, support, and signpost patients while they are waiting for treatment or additional services.

What happens next

We will share this feedback with the practice team and leadership team.

We will identify a small number of priority actions based on what you have told us and will keep you updated on our progress through future **Your Practice, Your Voice** communications.



Thank you for taking the time to share your views and help us improve services for our patients.