

## You Said, We Did February 2024

**You said...** Don't tell us our prescription is ready when it's not been dispensed at the pharmacy.

**We did...** we have reflected on the wording we use and will in future advise that the prescription has been signed. Once signed by the GP, we have completed our part in the process. Pharmacies are independent from the Practice so you would need to check with them if the prescription is ready for collection.

**You said...** Keep appointments shorter.

**We did...** appointments are ten minutes, if less time is needed, the appointment will be shorter.

**You said...** Timing could be improved.

**You said...** Appointments could be 15 mins, feels a bit rushed.

**We did...** ten minutes is the national NHS guideline for one problem to be addressed. If a longer appointment is needed, please request a double appointment.

**We did...** We endeavour to see patients at their allotted appointment time, however, unfortunately, sometimes we can be running late; this may be due to unforeseen circumstances or emergencies. We do have notices advising that if you are still waiting 20 minutes past your appointment time, to speak to reception and they will investigate and provide you with an update.

**You said...** You have no one to deal with COPD.

**We did...** we have nurses that deal with COPD and respiratory illnesses including our Respiratory Lead, Holly Wilson. We complete annual reviews for patients with COPD and ensure any hospital discharge is followed up. If you require an appointment, please contact reception.

**You said...** Make sure you have right appointment with doctors.

**We did...** our receptionists are trained in care navigation to ensure you are booked with the most appropriate clinician.