

You Said, We Did March 2024

You said...

Long waiting time, seen a long time after appointment time

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...

Felt 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.

You said...

I would like to be able to get an appointment easier

We did...

You can call for an appointment and one of our receptionists who are trained in care navigation will book you an appointment with the most appropriate clinician or you can request an appointment on our website enmp.co.uk

You said...

Nobody phoned with INR dosage

We did...

A reminder has been sent to phlebotomists to ensure they are informing the GP when dosing needs to be done

You said...

When calling a patient, try to call again later

We did...

Clinicians do usually attempt to call at least twice with some time in between calls

You said...

Lady on reception was rude

You Said...

Children should be a priority

We did...

We are sorry to hear that you found a member of our team to be rude. Should you wish to raise a complaint, please inform a member of reception or email nwicb.enmpcomplaints@nhs.net

We did...

Cases are assessed individually and prioritised based on information provided. Generally, children are given same day appointments

You Said...

There was no paper sheet or pillow case on the couch for ECG

You Said...

More face to face rather than phone calls

We did...

The majority of our appointments are face-to-face, however, we do use telephone appointments if clinically appropriate.

We did...

We apologise that this was the case and that it was not rectified at the time. Staff do always wipe down and sanitise pillows and beds after each patient to maintain cleanliness however, there should have been couch roll available.