

You Said, We Did April 2024

You said...
Run on time

We did... We try to see patients as close to their allotted appointment time, however, unfortunately, sometimes we can be running late; this may be due to unforeseen circumstances or emergencies.

You said...
Use screens for appointment calls

You Said...
Parking
(Caister)

We did... We appreciate that space in our carpark is limited, however, there is free on street parking nearby.

We did... A note will go in the staff bulletin to advise staff to try and utilise the callboards more

You said...
Stair lift
(Lighthouse)

We did... There is a lift available for patients to use.

You said...
Quicker with emergency appointments

We did... When patients book, they are advised that there may be a wait due to the nature of our Urgent Care Clinic.

You said...
Something to occupy children

We did... Children's toys were removed from waiting rooms due to infection prevention and control measures.