

## THANK YOU TO ALL OUR PATIENTS WHO TOOK THE TIME TO COMPLETE OUR PATIENT SURVEY FOR 2023

### HERE ARE A FEW ITEMS THAT WERE RAISED BY YOU –

#### POSITIVE

Overall experience – Excellent!

Outstanding service as always!

You all do a fantastic job!

Thank you from all the team – we are your dedicated care team and take great pride in delivering the ultimate care package to you, depending on your needs, of our service 😊

#### NEGATIVE

Wait time for a routine appointment is too long:

We are working hard to introduce more availability – there are appointments available over the Northwich area, to help with this. Please ask reception for more details.

Saturday access required:

We are open two Saturday mornings a month, for pre-bookable appointments. There are appointments available over the Northwich area, to help with this. Please ask reception for more details.

Hard trying to call at 8.30am for an appointment:

Our telephone lines are open from 8-6.30pm Monday to Friday. We ask that only emergency appointment requests are rung from 8am, to help with the phone line congestion. Pre-bookable appointments for routine appointments can be booked in advance.

More on-line appointments please:

We are steadily increasing the access to this facility. We advise patients to activate the on-line facility for this. Please ask reception for further details.

Later appointments for those in work:

We are open until 8pm on a Monday, to help with this. There are appointments available over the Northwich area, to help with this. Please ask reception for more details.