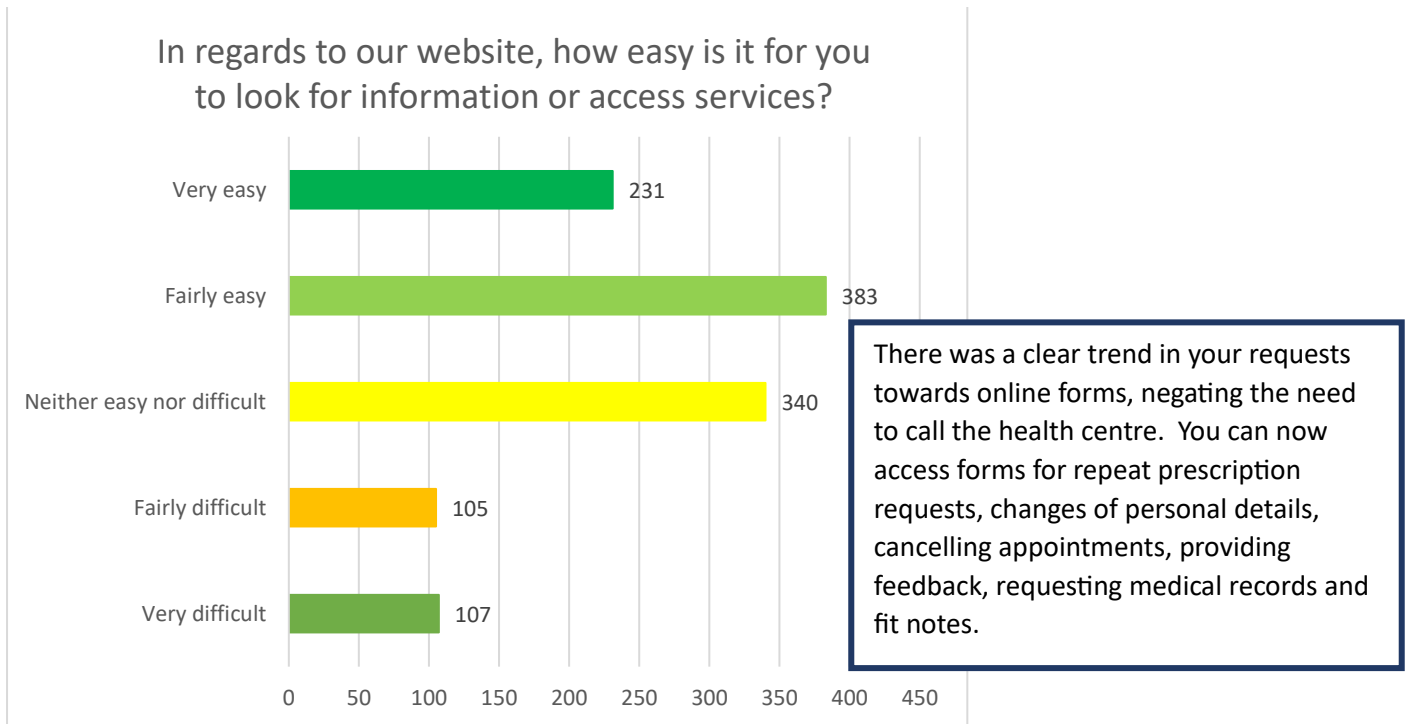




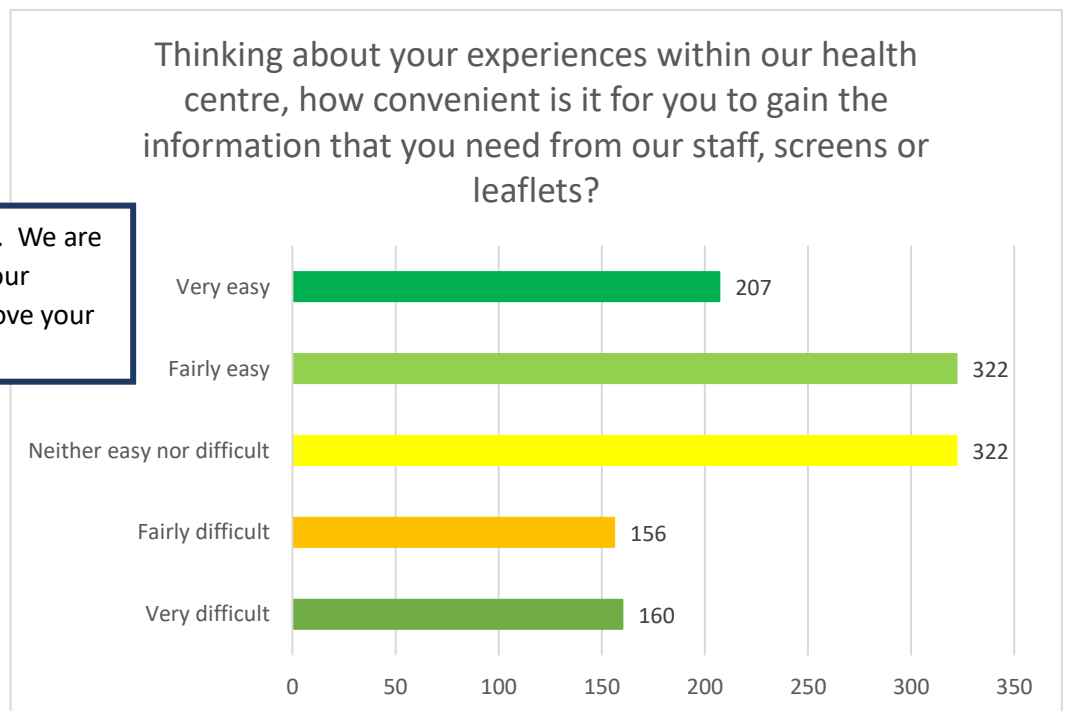
Patient Survey Results

February 2024

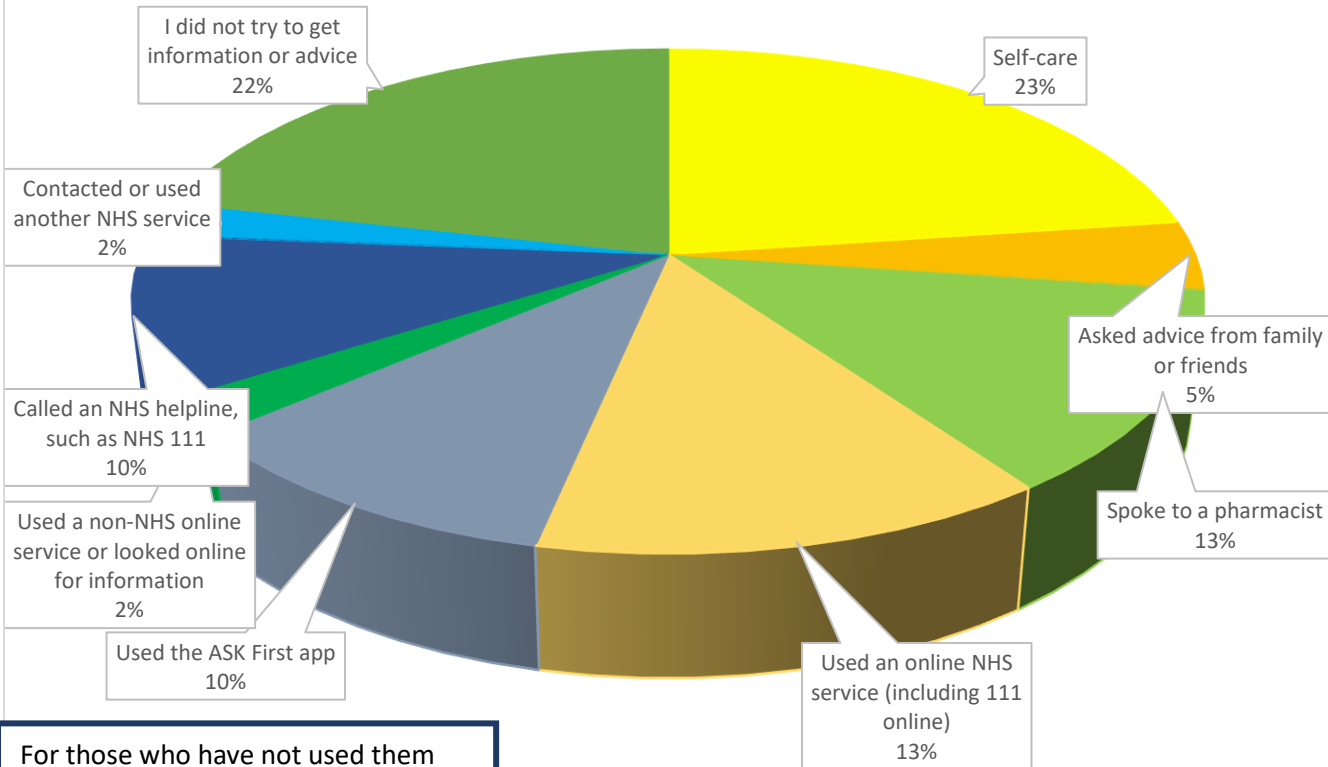
Thank you for taking the time to participate in our February patient survey. Your feedback is invaluable in helping us enhance your patient experience. Below, you will find a summary of the key findings from the survey. We are actively reviewing all of your comments and have already begun to implement positive changes to address some of the points raised. Thank you once again for sharing your thoughts with us.



Thank you for your feedback. We are currently working through your suggestions in order to improve your future experiences.



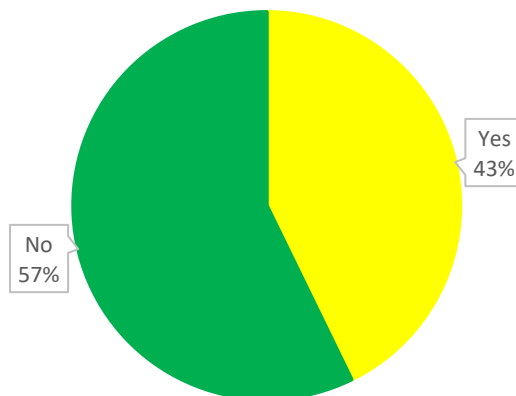
Last time you contacted the health centre for an on the day appointment, did you try anything else before attempting to book an appointment?



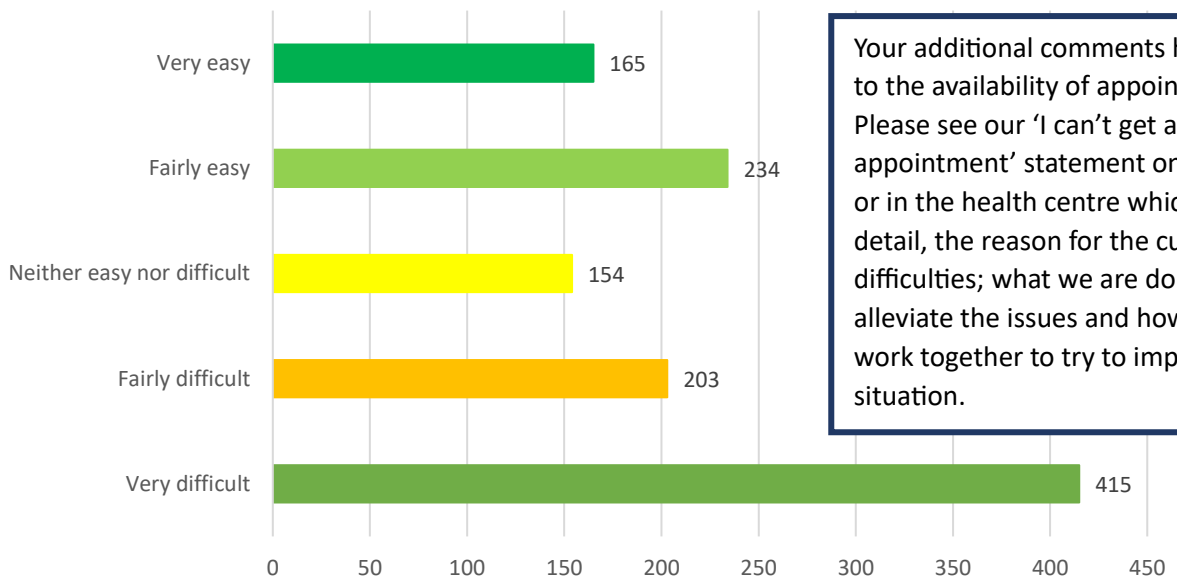
For those who have not used them previously, we would recommend the ASK First app, NHS 111 online or visiting a pharmacist, where it is relevant to do so. It was great to see that so many of you are aware of this support already.

Are you aware of our Patient Participation Group (PPG) volunteer patients who want to help the health centre work as well as it can for patients, doctors and staff, providing views and opinions and giving feedback about the health centre and services provided?

If you would like to join our PPG, you can contact them by email on berrycroft.ppg@outlook.com, providing your name and telephone number and stating PPG in the subject line. Alternatively, if you do not have an email address, please let us know at the health centre and we can pass on your details. We have already passed on your contact details where you provided them during the survey. Thank you for your interest.

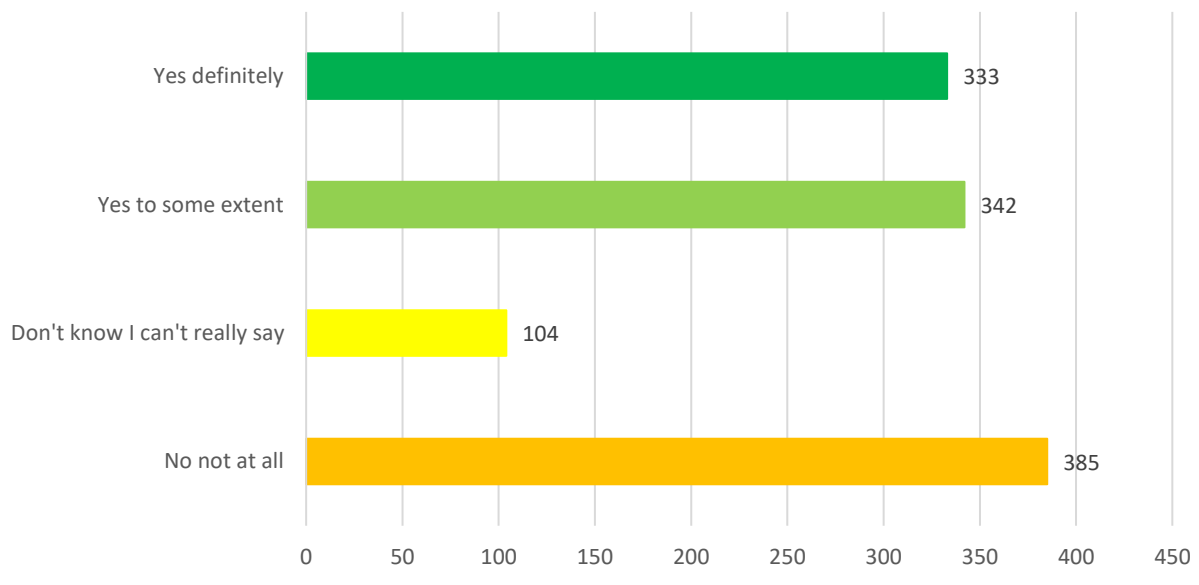


Thinking about any recent contact with us, how easy was it for you to seek medical care or advice?



Your additional comments here related to the availability of appointments. Please see our 'I can't get a doctor's appointment' statement on the website or in the health centre which includes, in detail, the reason for the current difficulties; what we are doing to try to alleviate the issues and how we can work together to try to improve the situation.

Overall, thinking about the reason you wanted care or advice, were your needs met?



We know from our Friends & Family surveys, once an appointment is secured, experiences tend to be positive. Further feedback mainly related to appointment availability. However there were a number of individual specific comments. Whilst we can consider the points raised generally, if you need a personal response to a query, please contact us at the health centre.

Thank you once again for your feedback, which is invaluable to us as we attempt to improve our service for the benefit of all.