

“YOU SAID WE DID”

How did we do during the Coronavirus Pandemic” Results and Actions

Out of the 40 people who responded to the survey 95% had needed to contact us in the past 6 months.

Out of the 40 people who responded to the survey none of them were dissatisfied or very dissatisfied with how their needs were dealt with.

Out of the 40 people who responded to the survey only 9% of them said they found the process of getting an appointment difficult. The majority of people found the process very easy.

Out of the 40 people who responded to the survey all of them felt covid secure measures were in place.

Out of the 40 people who responded to the survey only 6% said they didn't find it easy to find information about changes to our service due to the pandemic.

Out of the 40 people who responded to the survey over 80% said they felt text messages were the most efficient way for us to communicate important updates. – **ACTION – We will continue to ensure all important updates are communicated via text message.**

Most of the additional responses were positive comments regarding our practice and staff.

A comment was made about confusion regarding the medicines order line however this was put in place before the covid pandemic – ordering prescriptions through a 3rd party is in no relation to covid.

Patients are able to speak to a GP and have a face to face appointment with the GP where clinically needed. We have texted and posted on Facebook re GP appointments being available – **ACTION – More promotion to ensure that patients are aware GPs are here for all medical needs not just covid related.**