

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Walker Street General Practice, we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

What you told us	Changes we're making
1. Understanding the process and communication around results is sometimes confusing.	<ul style="list-style-type: none">- Providing explanatory material for both new and existing patients in different forms eg. handouts, in waiting room, on our website.- Working with our software provider to improve the automated messaging
2. The waiting room sofa was too low, difficult to get up from and uncomfortable. It also meant sitting too close to other patients.	We have replaced the sofa with more chairs!
3. Impersonal reception linked to always being asked identity questions, e.g. name, address, phone number.	As part of being an accredited practice, we must always ask for 3 approved identifiers to correctly identify you and your clinical data. Our team are mindful of privacy so often ask for only part of information e.g. birth month, 3 digits of phone no.
4. Appointment Availability	This is a tough one to fix as our doctors are very in demand! We are experimenting with doctor timetables to alleviate this but also recommend booking in advance when you can. We also ensure we have allocated time for urgent appointments.