

# Practice Feedback

## The practice is currently doing the following to improve our service.

- **Appointments** – The process for releasing routine and follow-up appointments is being reviewed with the aim of increasing availability. Our Nurse Prescriber, Sister Davenport is also running patient clinics for minor illness to increase opportunities to resolve your problem promptly. Please speak to our Reception staff if you need further information.
- **Privacy** – We would request that all patients stand back from the Reception desk until they are called forward to improve privacy. In addition we also have a confidential room which can be used at any time on request via the Receptionist.
- **Demand** – As you will be aware from the media, there is increasing demand on all GP surgeries, ours included. We are doing our best to meet the needs of our patients and currently have additional Registrar GP's to support our Practice. We seek patient support in terms of ensuring that you are using the full range of services available to you. For example, in the case of minor ailments the pharmacist will be able to help without you needing to see a GP.