**You Said**, **We Did**: **Actions resulting from our patient’s feedback**

**Every year we give our patients the opportunity to give their feedback on the services we provide through our patient survey, suggestions box and Patient Participation Groups. Below are some of the actions that have been taken as a direct result of your suggestions.**

**These are our actions so far for 2019…**

There is too much information on the notice boards. It’s hard to take in the information.

I don’t feel the call in screen is used for information as well as it could be.

We did…

We review standard information on a monthly basis and we have added more ad hoc information such as weekly did not attend rates, as well as changes to health services and health campaigns.

We did…

We have created some information folders that are in the waiting room with neatly presented, relevant information and these are reviewed regularly. This has reduced the information on notice boards.

I would like more involvement with my long term condition.

I didn’t know about NHS health checks. These should be promoted more.

We did…

We run monthly searches to identify eligible patients for our Health Care Assistant to send invites. Patients that do not attend after the first invite will receive a follow-up letter reminding them of the eligibility for an NHS Health Check.

We did…

We now send Chronic Disease leaflets with long term condition review invites, where the patient can reflect on their results from the previous year and make decisions on what they would like to focus on in the upcoming year. This is reviewed in the appointment with the Practice Nurse.