## You said, we listened November 2022



You Said You have to wait too long at the hatch to collect your medication.



We're Doing

We are working at the weekends if we need to catch-up, we are now open all day on Thursdays. We are monitoring the hatch and have a separate system for patients with queries.

You Said

It's really difficult to get through on the phones.



We're Doing

We have more trained patient advisors answering the phones in the morning. We have also re-enabled e-consult as an alternative way to contact the Practice.

You Said Your medication is not always ready when you arrive to collect.



We're Doing

Our teams are working at weekends to ensure we are as up to date as possible.

You Said Sometimes there are delays in sending your prescriptions to local Pharmacies.



We're Doing

We have now employed a full time prescription clerk, who will ensure we are up to date with script processing.

You Said You would like to receive a notification as to when your medication is ready.



We're Doing We have started to send patients text reminders to inform them when their medication is ready.

You Said Sometimes you find it difficult to book routine bloods tests.



We're Doing

We are extending our capacity for bloods and are sending text reminders to some patients so they can book their bloods tests online.

Thank you to all of our patients who took the time to complete our online survey. We will repeat the survey in 6 months ' time to see where we have improved. Please keep an eye on our website for up to date information.

## What can you do to help us?

Whilst demand on our service has increased by nearly 40% there are a few things you can do to help us.

Please ensure you submit your prescription request in plenty of time.

Don't ask us to prescribe medication that is available over the counter.

Make sure you are aware of any regular blood monitoring your medication may need and book appointments as needed.

Please let us know if you are collecting medication for multiple patients so we can make sure everything is ready for you.

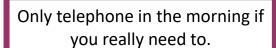
Please share any feedback good or bad with our PPG. (Patient Participation Group)

Use Systmonline to request your medication as it is quicker for us to process your request.

Make use of other services such as NHS 111 where possible.

Please be patient with us during this busy time.

Please let us know if you are unhappy or worried about anything.



Thank you to all of our patients who took the time to complete our survey. We will repeat the survey in 6 months' time to see where we have improved.