

Firsway Health Centre

Patient Feedback – May 2019

Thank you for leaving your feedback for us, here is our response:

You said: You wanted more appointments bookable online

We did: As well as having all GP routine appointments bookable online, we now have nurse appointments for smear tests available to book online

You said: You are not made aware enough in advance about our closures for training

We did: We now publicise our next 3 planned closures in the waiting room and on the website

You said: You don't like that you can be overheard when speaking with a receptionist

We did: We put in a queueing system starting some way back from the reception desk itself to protect your privacy

You said: You prefer to be given details of resources available to help you manage your condition electronically

We did: GPs and nurses can now text you a link to patient information resources

Please continue to leave your feedback for us and we will respond to you in due course.