

You said, we did

Listening to your feedback

The Greenhouse Practice

02.02.2024



What you told us

36% of patients told us it is fairly easy to get through to the practice by phone

22% of patients were fairly satisfied with the appointment times available

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What we did

Advanced telephony will be installed by the end of March which will allow patients to be called back and not wait in a queue

We reviewed our appointments, morning appointments are available to pre-book and afternoon appointments are released on the day, for patient walk ins accommodating for those patients that are unable to attend a morning appointment

To further tackle this area we have moved our translator clinics to Fridays, offering double appointments and an in-house interpreter

We welcome comments from service users and carers about our services and have developed a number of ways in which people tell us about their experiences. Please speak to a member of staff for details