

[Patient]

You Said...

...We Did

*PPG chair
requested the Practice
Manager to present
meeting reports in a
new format to include
more detailed data.*

The August Practice
Managers report was
presented in the new
requested format
which will become the
template for future
updates.



Market Weighton Practice

August 2024



[Patient]

You Said...

...We Did

Feedback received from a patient that the waiting room posters were not in any sort of order and clear for patients to understand.

We have asked one of our volunteers to take on the responsibility of keeping practice posters up to date.



Market Weighton Practice

July 2024



[Patient]

You Said...

...We Did

We were asked by members of the PPG for data around open hours of 'Online Consultations'.

Document creation and data gathering is underway to supply this information.



Market Weighton Practice

June 2024

[Patient]

You Said...

...We Did

Following a PPG meeting we have been asked to install a meeting room hearing loop.

Job logged with Estates Team to investigate / action.



Market Weighton Practice

May 2024

[Patient]

You Said...

...We Did

Patient fed back to the Practice that we did not have any 'Parent and Child' car parking spaces.

Landlord contacted.
Car park to be refigured to include 'Parent and Child' spaces.



Market Weighton Practice

April 2024



[Patient]

You Said...

...We Did

PPG asked if they could attend a meeting to discuss their role with Practice staff, to forge better relationships.

Two PPG members attended admin meeting on March 12th and will attend the Clinical Meeting on April 18th.



Market Weighton Practice

March 2024



[Patient]

You Said...

...We Did

Local neighbours requested Practice send a message to our patients to use the car park rather than parking their cars in the street blocking drive access.

Request sent via text message to our patients and included article in the Practice February newsletter to respect the neighbourhood.



Market Weighton Practice

February 2024

[Patient]

You Said...

...We Did

*Patients asked if
it would be possible
to have Health
Checks arranged*

NHS Health Checks
to be provided over
the next few weeks
on a Thursday
evening.



Market Weighton Practice

January 2024



[Patient]

You Said...

...We Did

*Patients asked if it
would be possible to
have more MSK
Clinics*

Additional MSK
Clinics now
available in
Practice each
Monday



Market Weighton Practice

December 2023



[Patient]

You Said...

...We Did

*Patients mum
asked Practice
if it would be possible
to turn off the waiting
area TV screens
when they bring
her for an
appointment.*

We confirmed that
we would be happy to
do this and advised
the team, so, they
are aware.



Market Weighton Practice

November 2023



[Patient]

You Said...

...We Did

The option to have an appointment at a later time on a Thursday evening is great.

More advanced practitioner appointments made available on Thursday evenings to increase options available to patients.



Market Weighton Practice

October 2023

[Patient]

You Said...

...We Did

The phone answering times are very long.

(Source: FFT Feedback)

Patients can submit online consultations for non-emergency conditions / admin queries. Freeing up phone lines for those relying on telephones to contact us.



Market Weighton Practice

September 2023



[Patient]

You Said...

...We Did

Patient requested, if possible, to have a hearing loop in the Practice conference room for PPG meetings.

Email sent to estates to request the supply of a hearing loop as requested.



Market Weighton Practice

August 2023



[Patient]

You Said...

...We Did

Patient sent a letter asking to speak to the Clinical Team about Dystonia having recently attended a conference about the condition.

Email sent to Mandy Dawley (PACE Team), to see if it could be used as a patient story.



Market Weighton Practice

July 2023



[Patient]

You Said...

...We Did

Practice neighbour asked if we could send a text message to patients asking them not to park outside their property.

Text message sent advising patients to park in the car park when attending the Practice for an appointment.



Market Weighton Practice

June 2023



[Patient]

You Said...

...We Did

*PPG Action Plan
Group requesting
updated patient
booklet.*

Working with PPG
Action Group to
create a booklet
which will be funded
by Health Stars.



Market Weighton Practice

May 2023

[Patient]

You Said...

...We Did

*Patients requesting
more information on
staff levels at
Practice.*

(Source: PPG)

Practice Newsletter
created including
detailed information
on practice staff levels
including staff with us
from the PCN.



Market Weighton Practice

April 2023

