

# YOU SAID, WE DID

The East Riding  
Partnership



## You Said

1. "An updated waiting room would be helpful for my treatment"
2. "I would like to learn more about the medication you prescribe"
3. "Can you write a supporting letter for me?"
4. "I am struggling to get to my current pharmacy for my prescription"
5. "The waiting room is too hot/cold"

## We Did

1. Added new posters and resources related to your treatment, with a view to install an informational screen
2. Developed detailed information packs about your prescription that our prescribing doctors can issue
3. Provided support and evidence for matters concerning the council including housing and other services
4. Arranged swift dispensing at other pharmacies for your convenience
5. Carried out maintenance on air conditioning and heating units which allow for a comfortable waiting room