

# Responding to Patient Feedback



Compass House  
Medical Centres

# You Said

# We did



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## How we use patient feedback

**We actively listen to patient feedback and use it to review, improve, and develop our services. This display highlights recent feedback from patients and the actions we have taken.**

You Said...	We did...
“I don’t want to wait on the phone to book routine appointments. I want an easier way to book.”	We now send booking links by text for some appointments, including annual reviews, cervical screening, blood tests, and some injections Blood pressure and blood test appointments can now be booked online via the NHS App and Patient Access
“It’s hard to cancel an appointment, especially when the surgery is closed.”	You can now cancel appointments in multiple ways, even when we’re closed Cancel via the NHS App, Patient Access, or the link in your reminder text When the surgery is open, you can also cancel using our phone system options
“The wait for routine appointments was too long.”	To clear the backlog, our clinical team offered additional routine face-to-face appointments These focused on one health issue to help more patients be seen We closely monitor demand to keep urgent care safe

You Said...	We did...
<p>“I’m not confident using online forms to request an appointment.”</p>	<ul style="list-style-type: none"> <li>• We ran support clinics to help patients use online services</li> <li>• Our Care Co-ordinator team can complete the online form for you if you call or visit the surgery</li> <li>• Support is available for KLINIK, the NHS App, and Patient Access – just ask our Care Co-ordinators for support or training</li> </ul>
<p>“It’s hard to tell which floor you’re on when using the lift.”</p>	<p>Clear wall signs have been added on each floor next to the lift</p>
<p>“The waiting rooms could be more comfortable and child-friendly.”</p>	<p>We added wall-mounted toys for children in the waiting rooms</p>
<p>“Some patients need more supportive and comfortable seating.”</p>	<p>We purchased chairs with arms to make sitting and standing easier. These are now available in waiting rooms and consulting rooms</p>

# Our Move to



## You Said...

## We did...

“The online Klinik form was too long and difficult to complete.”

- We moved to Rapid Health, which uses a shorter, simpler form
- Questions are mostly tick boxes and change based on your symptoms
- This makes the process quicker and more personalised

“I wasn’t sure if my form had been received or what would happen next.”

- With Rapid Health, you receive a confirmation when your form is submitted
- In many cases, you are offered an appointment straight away, showing real-time availability.

“It’s complicated to cancel and re-book appointments and I don’t want to wait in phone queues.”

- With Rapid Health, you receive an appointment confirmation by email
- From this email, you can cancel or re-book your appointment yourself
- This helps reduce waiting times and makes changes quicker and easier

# Our Move to



You Said...	We did...
“I just had a quick question, but I had to complete a full appointment form.”	<ul style="list-style-type: none"><li>• We introduced an ‘Ask a question’ option in Rapid Health</li><li>• This is for non-urgent questions and is quicker to complete</li><li>• It can be used to provide follow-up information or ask simple queries.</li></ul>
“I want more choice about who I see and where I’m seen.”	<ul style="list-style-type: none"><li>• Rapid Health allows you to choose the clinician and location, where clinically appropriate</li><li>• This improves continuity of care and gives patients more choice</li></ul>
“I’d like more face-to-face appointments.”	<ul style="list-style-type: none"><li>• We increased the number of face-to-face appointments available</li><li>• Patients can still choose between a face-to-face visit or a phone call, depending on what’s best for their needs</li></ul>

**These changes help us offer quicker, and more personalised care for our patients**