**Wing Surgery**

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| **You Said** | **We Did** |
| “Would like feedback when I comment on the website” | We have upgraded the website recently, making it more user friendly and allowing us to point your comments in the right direction, so that the correct person can respond. |
| “Can we have text message reminders of our yearly check-ups” | We send letters to patients advising them that their annual check-ups are due. Currently we are unable to send annual review reminders via text, however, we have recently upgraded our text system and are constantly reviewing how we are able to contact our patients.  |
| “Any chance of late evening or Saturday morning clinics for people who work out of the area” | We now offer appointments on a Wednesday evening for patients who have to travel to work and are out of the area during the day. |
| “Send out text reminders when the surgery is going to be closed out of the normal opening times” | We now send text messages to all of our patients with a mobile phone advising them when the surgery is closed once a month for staff training. This information is also available on our website and is displayed on notices in the waiting room.  |
| “It would be helpful if there were more appointments available to book online” | We offer 10% of our pre-bookable GP appointments via the online system. We need to reserve a certain amount of appointments for booking within in the surgery for follow ups and for those patients who are not able to book appointments on line. With regards to nursing appointments we can only offer a limited amount as there are so many options available for appointments with the nursing team and it is vital that patients see the right nurse for their particular problem. |
| “I would like clearer instructions on the website about the best way to arrange appointments of different types” | We have implemented a new website and are currently working through to make it as user friendly as possible – including giving clear, correct and current information.  |