We listened to your feedback  
As a result, we are taking active steps to better your patient experience

At Sherbourne Road Medical Clinic we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

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| What you told us | Changes we’re making |
| 1. Ability to see my doctor of choice – less wait times | We have implemented additional appointments if a repeat script or repeat referral is needed. Reception staff can add on to doctors day for these requests. |
| 1. Long wait times for next available non-urgent appointment | We understand the long wait times and are actively trying to recruit doctors to our clinic to fill the vacancy and improve wait times. |
| 1. Online booking service | From 2020 when the Covid pandemic began, we disabled our online booking service so we could triage each appointment appropriately. We have not yet reenabled this system as we still triage all appointments. As soon as we can, we will reactive the online booking system. |
| 1. Appointments need to run on time | Reception staff are encouraged to notify patients when their doctor is running late – more than 30 minutes. Each doctor take the appropriate time with their patients to meet their needs. Sometimes this is a longer appointment even though a standard appointment was booked. We value our patients time and try to avoid extended appointment wait times. |