As a result of patient feedback, the following changes have been implemented.

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| **YOU SAID** | **WE DID** |
| We had long waiting times to answer the phone | **We have installed a new phone system with options to select the correct department and messages about new services available.**The “call back” service is available at times when we are busy. The practice rings you back when we are free. **The workforce has adapted to cover the busiest call times.**On-line consultations (admin and/or clinical queries) are available via the website. Use this to raise non-emergency queries. Responses are given within two days.**Our flagship website is easy to use and lets you know how best to contact us and access other services when we are closed.**We are now promoting PHARMACY FIRST, where you can obtain help and advice for any of the following symptoms, so that you do not need to access primary care appointments, this free’s up time for us to see more complex patients sooner.We encourage all patients on a repeat prescription to order their next repeat prescription on-line to ensure accuracy and reduce demand on the telephone system. Use the ‘contact us’ on-line option on the practice website. |
| **You said you had to wait a long time to obtain an appointment** | We have increased the number and range of clinicians that now provide services to our patients, and you can now access appointments with:**Pharmacists – in house and via Pharmacy First****Pharmacy technicians****Physicians Associates****Paramedics****Social Prescriber Link Workers****Mental Health Practitioners****First Contact Physiotherapists**These clinicians are part of our team and are working to ensure your needs are being met by the most appropriate service. Please inform our staff of your problem so they can direct you to the most appropriate service. If the problem is not urgent, use our online consultation facility to register your request online. You can book a wide variety of appointments on-line without needing to telephone the practice visit [www.nhs.uk](http://www.nhs.uk) to download the NHS APP.We have collaborated with local GP colleagues in our Primary Care Network to offer **EXTENDED ACCESS CLINIC APPOINTMENTS** to patients, these appointments are available via telephone consultations or face to face and are located in nearby sites. All the practices within our Primary Care Network are working together to help improve access for our patients. These appointments are available each evening and on Saturdays**.** **The new PHARMACY FIRST service, provided by local pharmacies offers patients treatments for a range of conditions. Visit your local pharmacy or speak to reception who can help refer you for same day treatment.**

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| **Clinical Pathway** | **Age range** |
| Uncomplicated UTI Shingles  ImpetigoInfected Insect Bites Sinusitis Sore ThroatAcute Otitis Media  | Women 16-64 yrs18 years and over1 year and over1 year and over12 years and over5 years and over1 to 17 years |

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| **You said you were not sure where to go for self- help and advice on how to best look after yourself, without needing to contact us** | The following acute symptoms can be managed with self-care in the first instance:-* [Blocked sinuses](https://youtu.be/PlNnKqB2E30)
* [Vomiting bug](https://youtu.be/-gH5ZEU3iLg)
* [Coughs](https://youtu.be/E9iK18sgsnM)
* [Colds and flu](https://youtu.be/GnjnqmJmy5M)
* [Chest infection](https://youtu.be/2vsDIhjPyNU)
* [Sore throat](https://youtu.be/BOmVMHNhyuY)
* [Back pain](https://youtu.be/gOK7M_-cQg8)

Further information about self-care and treating minor ailments by visiting [www.leicestercityccg.nhs.uk/treating-minor-ailments](http://www.leicestercityccg.nhs.uk/treating-minor-ailments). |
| **You said when you saw a clinician you were happy with the care and attention you received from them** | We collaborate with primary care colleagues within our Primary Care Network to sustain services locally, and when possible to do so, to increase services. Our largest change over recent years has been to increase the range and number of health care workers that you can now access. We now offer appointments with:**Pharmacists including the new Pharmacy First Scheme****Pharmacy technicians****Physicians Associates****Paramedics****Social Prescriber Link Workers****Mental Health Practitioners****Occupational Therapist****First Contact Physiotherapists**By including these new workers, your core primary care team remain available to see patients with complex health care needs/ with long term conditions/ to offer more local services to you, to meet the growing needs of our ageing population year on year. |
| **You said that you do not always find it easy to use our practice website** | **Our new flagship website is easier to navigate, please use the link below and take a look at it now to see what has changed.**[**www.pinfoldmedicalpractice.co.uk**](http://www.pinfoldmedicalpractice.co.uk) |
| **We now share the results of our Friends and Family Test surveys on our website, by the use of “you said / WE DID” updates, to keep you informed of our improvements.** | **By listening to the results of patient survey feedback we aim to:****Continue to review and improve access to services.*** **Continue to review and modernise the telephone system**
* **Keep our website information up to date**
* **increase the range and type of services locally accessible**
* **Keep patients informed on where to access health information.**

Visit [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk) to complete a “Friends and Family Survey”. Tell us how the introduced changes are helping you to access services more easily. |
| **On occasion patients have raised a concern about the behaviour of others in and around the practice area** | Anti-social behaviour is unacceptable to the practice. Practice policy on dealing with unreasonable and violent behaviour was reviewed by the PPG January 2024. Written warning is given on the first occasion for minor acts. The NHS zero-tolerance policy is adhered to by the practice when reporting anti-social behaviour to the Police. Patients are removed under this policy due to the break down in patient/ doctor relationship. The patient has the right to appeal in writing to the practice partners. Practice collaborates with local teams such as the Falcon Services, Charnwood Borough Council and beat officers in our efforts to be vigilant and maintain standards.***Call to action!*** If you see behaviour which causes concern for the safety of yourself or others, call the police immediately on 101 and request a beat officer to attend, alternatively, visit [www.police.uk](http://www.police.uk) . For life-threatening emergencies call 999.Reporting crime and anti-social behaviour supports NHS workers in their efforts to provide essential services to patients. |