

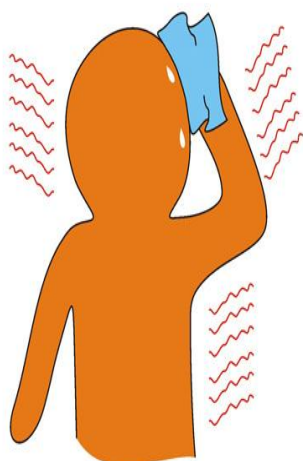
# YOU SAID.....WE DID!



## The phone system

**You Said:** Phones were dreadful – once you eventually got through, you were usually held in limbo for long periods and then often cut off.

**We Did:** By October 3rd a new system will be installed and will ensure that you are, when necessary, held in an informative queue and advised where you are in that queue giving you the option of continuing to hold or calling back later.



*Drawing by you-fu*

## Hot Weather

**You Said:** You often have to wait to see your clinician and would appreciate some cold water particularly during hot weather.

**We Did:** We have installed a fully plumbed ice cold water machine in the lower waiting room for the use of all patients.

**(Unfortunately we are unable to install one on the first floor)**



## Urgent Appointments

**You Said:** You would like to be able to speak to a GP to discuss urgent issues on the day they arise.

**We Did:** All urgent issues are now triaged by telephone by one of our GPs on the day that they are brought to our attention, and you will be seen the same day if necessary.