

Thornbury Medical Centre

Tel: 01274 662441

YOU SAID: "We want more information about our local services".

1

WE DID: This year we have held 2 wellbeing events at our surgery for our patients. These events have helped them find out more about the health care we provide, and services provided by hospitals around Bradford for example; BEEP referrals, Health Checks, Social prescribers, Yoga program, and events around Bradford that helps people socialise with others.

YOU SAID: We want to be able to talk to the managers face to face.

2

WE DID: If a patient requests a face-to-face meeting with a management, we accommodate their request, and they can speak with one of the practise managers or line managers as quickly as possible to settle their concerns /have any questions the administrative staff is unable to address.

Additionally, we have social prescribers that may help patients with any personal concerns that are unrelated to any medical or health problems.

4 **YOU SAID:** We want more appointments available.

WE DID: When we are fully booked at Thornbury Medical Centre and there are no appointments available, We have a service called GP EXTENDED ACCESS; this service allows us to offer patients an appointment at another surgery close by
These appointments are offered at Ashwell Medical Centre, Picton Medical Centre and more.

YOU SAID: "We would like to order prescriptions over the phone!"

WE DID: We have allowed patients to order their repeat prescriptions over the phone between 12 noon-3pm as we find that its much easier for them to do, and its much more convenient for them. This has had a positive impact on patient feedback.

3