**Valley View Surgery – You said, we did**

**Some examples of changes the practice has introduced following patient feedback.**

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| **You Said** | **We did** |
| **Telephone access**  | Employed two more members in total we have 5 staff in the morning and 4 on afternoon/evening so calls are answered in less time. |
| **PPG group wanting more classes**  | After the success of classes last year this year we have included Pilates as requested. English/ESOL to help people book appointments, make telephone calls and use the self-arrival board which also in different languages. |
| **Online/ SMS** | WIFI implemented in practice. Ipad made available to PPG to help patients use online systems and the confidence to able to use the system in place. |
| **Appointments- Would like more routine appts generally and during extended access in the evening**  | Employed Abdul Rana (clinical Pharmacist practitioner) for an additional session on Tuesday evenings a further additional 7 appointments made available.We also book patients into the extended access hubs but our patients don’t really like to travel far to be seen.  |