

[Patient]

# You Said...

# ...We Did

*Patients were not happy with existing telephone system.*

New telephone system purchased and implemented. Call answer time has been decreased by 50%.



## Humber Primary Care

April 2025

[Patient]

# You Said...

# ...We Did

*Patient's asked for cervical screening appointments to be available on a Saturday via online appointments.*

Appointment's now available to book on a Saturday via online appointments.



## Humber Primary Care

March 2025

[Patient]

# You Said...

# ...We Did

*Patients asked for support with using digital tools.*

Practice volunteers are now able to support patients in the waiting room.



**Humber Primary Care**  
February 2025

[Patient]

# You Said...

# ...We Did

*Patients requested  
an allocated time frame  
when requesting a  
Telephone call  
appointment.*

A 2-hour time frame  
is now sent in the  
Accurx message to  
all patients.



## Humber Primary Care

January 2025

[Patient]

# You Said...

# ...We Did

*Following the installation of a Breast-Feeding Chair in August, patients were not using it due to a lack of privacy.*

Practice has ordered and now installed a privacy screen to give patients a defined private area when wishing to use the chair.



## Humber Primary Care

October 2024



[Patient]

You Said...

...We Did

*RSV Vaccinations for patients.*

The patients were happy as we have held clinics during September.



**Humber Primary Care**  
**September 2024**

[Patient]

# You Said...

# ...We Did

*Patients said they  
needed somewhere to  
breast feed their  
babies.*

Health Stars fund has  
granted our wish  
request for a  
breast-feeding chair.



## Humber Primary Care

August 2024

[Patient]

# You Said...

# ...We Did

*Allow for more  
appointments at the  
surgery.*

We have moved the  
Clinical Meeting to an  
evening to free up  
more appointment  
slots.



## Humber Primary Care

July 2024

[Patient]

# You Said...

# ...We Did

*Patient's were  
unhappy with our  
telephone system.*

We have now  
installed a new  
telephone system to  
improve patient  
experience.



## Humber Primary Care

June 2024

[Patient]

# You Said...

# ...We Did

*"I waited in the queue 10 minutes at Station Avenue whilst the receptionist completed an online consultation for someone"*  
(Patient feedback)

We have attached an i-pad to the wall in the waiting room. Patients can now complete their own online consultations and not be held up in a queue.



## Humber Primary Care

May 2024

[Patient]

# You Said...

# ...We Did

*"I waited 20 minutes  
to see a GP today"*  
(Friends & Family feedback)

A message has been  
added to waiting room  
TV Screens saying "If  
you have waited longer  
than 15 minutes please  
speak to reception"



## Humber Primary Care

April 2024

[Patient]

# You Said...

# ...We Did

*After having waited almost two weeks for the appointment, the attention I received from the doctor was very good.*

We have added an extra GP onto the roster every day to work with the duty GP. This is to help bring down appointment waiting times.



## Humber Primary Care

March 2024

[Patient]

# You Said...

# ...We Did

*Several patients have said they do not like the layout and functionality of the Humber Primary Care Website.*

Volunteers & Practice staff are engaging with patients to understand how we can improve the website design / functionality. Capturing feedback electronically.



## Humber Primary Care

February 2024



[Patient]

# You Said...

# ...We Did

*Patients have complained they are receiving too many information text messages*

The Practice has decided to stop all promotion and information text messages to patients.



**Humber Primary Care**  
January 2024

[Patient]

# You Said...

# ...We Did

*A book share for patients would be nice.*

Humber's Trust charity has provided bookcases at Providence Place & Station Avenue. Offering an inexpensive way to exchange / obtain books. Benefiting patient's & staff.



**Humber Primary Care**  
**December 2023**

[Patient]

# You Said...

# ...We Did

*Both sites sometimes have long reception queues. Some patients just want to check in, others complete an online consultation, but don't know how.*

We now have three volunteers two at Station Avenue, one at Providence Place. Available AM Monday's & Friday's. Helping patients to check in or complete an online consultation.



## Humber Primary Care

November 2023



[Patient]

# You Said...

# ...We Did

*There aren't enough appointments and not enough GPs for the patients.*

*(Verbal feedback)*

Humber Primary Care have recruited two new GPs.  
Dr Vivienne Mankarious,  
Dr Albert Twinomugisha.  
We now have six GPs.



## Humber Primary Care

October 2023

[Patient]

# You Said...

# ...We Did

*I stood in the queue  
at reception for ages,  
I just needed help  
with the app.*

Care Coordinators supporting patients with long queues. Asking if they can support with anything. Utilising a laptop, they promote the NHS app. / online consultation booking. Utilising LD hub for privacy if required.



**Humber Primary Care**  
**September 2023**

[Patient]

# You Said...

# ...We Did

*Patients have found it difficult to hear and interact with staff at reception desk at Providence Place, desk too wide, staff sat too far back. Confidentiality a problem.*

The reception desk width reduced. Staff are sat closer to the patients. Helping with confidentiality.



**Humber Primary Care**  
August 2023

[Patient]

# You Said...

# ...We Did

*The TV in the waiting room at Providence Place isn't working properly and when on, the information is out of date.*

We have made sure, the TVs in both Providence Place and Station Avenue are now working. Information is now up to date.



## Humber Primary Care

July 2023

[Patient]

# You Said...

# ...We Did

*I work all day and can't always ring the surgery between 8am-6pm, what can I do?*

Patients can complete an online consultation (clinical or admin). Practice review each morning and action appropriately. Patients with no internet are supported by staff to complete the forms.



## Humber Primary Care

June 2023

[Patient]

# You Said...

# ...We Did

*Patients expressed difficulty booking appointments when reviews are needed.*

We now offer 9 AccuRX templates for patients to book their own appointments. (BP, Smear, COPD, Diabetic pre-assessment, HbA1c, Hypertension, med reviews and pill check).



## Humber Primary Care

May 2023



[Patient]

# You Said...

# ...We Did

*Just tried to ring  
to get some antibiotics  
but I was cut off.*

Admin now fully  
staffed allowing more  
staff to answer phones,  
especially at peak times.  
The telephone call queue  
raised from 10 to 15 to  
reduce the number of  
patients being  
cut off.



## Humber Primary Care

April 2023