



YOU SAID...

It was difficult to get through on the phones in the morning...

Our telephone message was too long...

Our car park was dangerous in winter...

Our noticeboards were boring...

You wanted more evening appointments...

You didn't want to miss your appointments...

You wanted to order your prescriptions online...

You didn't want to come for your reviews again and again...

You wanted more in-house services local to you in familiar surroundings...

You want us to improve services...

...WE DID



...we took on another receptionist.

...we shortened the essential part to only 18 seconds.

...we get Estates to grit it when it's icy.

...we change them regularly to make them more interesting.

...we increased extended hours to twice a week.

...we introduced text reminders to help you.

...we made it easy to do this all online from our website.

...we are aiming for single annual reviews for all your conditions at the same time.

...we now have Relate, SafeSpeak, Citizens Advice, Derbyshire Carers, Physio and Audiology all doing clinics in the surgery.

...we will listen and always try and do our best to help.

IVY GROVE SURGERY