**We listened to you…and we**

**are improving patient care**

At Thomas Street Family Medical Clinic we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

|  |  |
| --- | --- |
| **What you told us** | **What we have done** |
| 1. **Long Waiting Times** | * We have added more emergency appointments for the day * Reception staff will ask if you need a longer appointment * If you do need a longer appointment it is important that you let us know |
| 1. **Didn’t know about our locum service for After Hours Health Service** | * More signs have been placed around the clinic * Reception staff will remember to let patients know if they are not sure what to do after hours. * Magnets are available at the front desk, staff will be giving them out when patients ask. Patients can also access the magnets to take home. * Information has been put on our website |