

DR I J SINGH

SPRINGWELL HOUSE SURGERY/HARRATON SURGERY

26<sup>TH</sup> JULY 2017

#### FEEDBACK FROM ENTER AND VIEW

Dr Singh and I were really pleased with the response from the enter and view sessions carried out at the surgeries with only a couple of things we would like to respond to.

1. Although you will still get patients who will take up longer than their allocated slot time, we will offer longer appointments for patients who we know have complex needs to try and stop appointments running late.
2. We have posters up in the surgery as you walk in the door explaining to patients if they have a complex or confidential situation they would like to discuss in a more private environment a room is available at all times rather than standing at the desk in the waiting area. We are also going to have this put on the website for both surgeries.

I hope this is ok for you and thank you and your team for making this happen as it seems to have been a positive exercise for our surgeries.

Many thanks

Corraine