

You said, we did

Listening to your feedback

Cauldwell Medical Centre

02.02.2024



What you told us

22% of patients said it was fairly easy to get through to the practice by phone

21% of patients had a fairly good experience of making an appointment at the practice

31% of patients were satisfied with the practice appointment times available



What we did

We have installed a new telephony system which gives the option of a call back feature instead of waiting in a queue

We have introduced Total Triage, a triaging system that allows the clinician to better understand patient needs so they can book the most appropriate appointment

We actively offer PCN appointments at the weekend and in evenings to increase the choice of appointment times. We also stopped holding specific clinics (like smears) so patients can book across an entire clinic at a time more convenient to them

We welcome comments from service users and carers about our services and have developed a number of ways in which people tell us about their experiences. Please speak to a member of staff for details