



“You Said, We Did” 2022 - 2023

We recently received feedback from patients via our Friends and Family Test.



Humber Teaching
NHS Foundation Trust

King Street Medical Centre	
“You Said”	“We did”
April 2022 Patients complained that the reception is too warm (Reception desk)	 Turned off the heating and routinely open the windows

If you would like to discuss this further, please speak to: Nicky



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May 2022 Patients asked if we could put a reminder on the tv ‘s to input their car registration into the ipads. (Reception desk)	 Now on a double rolling demo on both the television’s

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June 2022 <i>Patients asked for more GP time.</i> (Friends and Family)	2 more days of GP time now added.
July 2022 <i>“Patient commented that the bollards outside were unstable.</i> (reception)	Called estates and they have fixed these to the floor now

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<p>August 2022</p> <p><i>“Patients asked if we could turn off the air conditioning as getting chilly in the waiting room ”</i> (reception)</p>	<p>Changed the temp so not blowing so much cold air</p>
<p>September 2022</p> <p>Patients asked for more F2F slots (Friends and Family)</p>	<p>Changed ledgers to all slots admin to amend if wanting telephone call</p>
<p>October 2022</p> <p><i>Patient asked for Water cooler</i> (Reception)</p>	<p>Estates have now plumbed in water cooler in the waiting room</p>

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King Street Medical Centre	
“You Said”	“We did”
November 2022	
<i>“Insert here”</i>	Insert here

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