

We listened to you... and we are improving patient care

At Vermont Health Care 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. You sometimes waited too long at the surgery to see your doctor	<p>We are encouraging our doctors to work harder at staying on time</p> <p>We will make more use of SMS notifications when your doctor is unavoidably delayed.</p>
2. You would appreciate more telephone access to doctors	We are working to improve this through dedicated telehealth sessions and are also looking at how we can utilise the nurses to support this.
3. You have expressed satisfaction with the quality and time taken with your consultations.	We are pleased that you have felt that you have been given adequate time and have been satisfied with your consultations. We aim to provide a high level of care.
4. You have appreciated access to information on staying healthy	We have reduced the amount of printed material in the practice (partly for environmental, partly for hygiene reasons) and made this information available on our website. Doctors are also able to send you direct links to applicable online information.
5. You are feeling genuine care and concern from clinicians and have positive interactions with staff.	It is important to us that you are shown kindness and feel looked after throughout your entire experience at Vermont Health Care. We hope to continue providing this level of care.