



ELMSWOOD SURGERY

You Said... We Did...

JUNE 2021

“The doctor told me to keep a weekly check on my high blood pressure. Could you please make your blood pressure weekly chart downloadable or could you please email it to me?”

We listened and this is what we did:

We are now able to print, email or text a blood pressure recording chart to patients. Clinicians are aware of this but if you are not offered one, please ask a member of the Reception Team who will be able to organise this for you.

“Open door policy really welcoming. Have always received prompt action when needed, ie a recent face to face appointment on the same day. Lovely front of house staff.”

We listened and this is what we did:

Thank you for your feedback, our Reception Team is available for patients to pop in with queries. We are still offering telephone appointments with GPs but face to face appointments are available for those that need them.

We welcome any comments and feedback from our patients – please ask to speak to either Emma or Kay in the Management team.

We also have an active Patient Group that meets every month, please ask at Reception for more information!