



GREAT HARWOOD MEDICAL GROUP

Outcomes of last year's survey

You Said:

Address high volume of missed appointments.

Use waiting time productively.

Well person clinic.

Geriatric clinic.

Telephone / Email consultations.

Promote Services.

Utilise and publicise website.

We Did:

Reduced pre-bookable appointments from 4 weeks to 2 weeks to try to reduce missed appointments.

Asked patients to update their contact details while waiting to see the GP.

HCA offers screening for well person and geriatric checks.

All GPs now accept telephone and email consultations.

Newsletter, notice board, website and digital display board promoting services we provide.

