

Bilton Medical Centre– You said, we did

Some examples of changes the practice has introduced following patient feedback.

You Said	We did
We have less Travel Clinic appointments available	Our new Practice Nurse is trained to cover travel clinics ensuring patients are not waiting weeks to be seen.
Cannot see GP of choice	We have 3 clinicians working together during the same day assessment clinics to ensure that patient choice is increased and we endeavour to allocate you to your chosen clinician.
Difficult to get through on the phones	The system for making appointments is still on the same day however we encourage patients to access appointments online.
Why can't we get cough and cold remedies from the GP.	We encourage patients to purchase these medications over the counter as budgets do not allow us to prescribe these. You do not require a GP appointment to obtain simple cough and cold remedies – If however your symptoms have lasted longer than a week you may wish to book an

appointment.