

Bilton Medical Centre– You said, we did

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

You Said	We did
You would like more appointments available at Bilton Medical Centre	Same day assessment clinics are offered 3 x per week. Additionally we have made available e-consults via our website which is available 24 hours per day 7 days per week. We are now aiming to offering 25% of our appointments online.
You would like more time with your Healthcare Professional	We are now offering extended appointments for people with complex issues including offering double appointments. Please ask the receptionist when you call.
You would like a wider selection of appointment types	We have increased the types of appointments available including e-consults, telephone consults, same day appointments, next day appointments and we are exploring online video consultations with PushDoctor.
You would like shorter waiting times for your appointment	We are now offering e-consults via our website which allow patients 24 hour access without the need for waiting. Also we are encouraging patients to download the NHS App to access our services – we have set an open day to assist with registration. In the event we are running late we have display stands showing current wait times in the waiting rooms.