

## **PATIENT CONTACT**

We treat all patient details with respect and will never divulge any information, either personal or medical to anyone out with NHS services without your consent.

The Practice has the facility to contact you by telephone, letter, text messaging or email.

**Telephone**—usually we would make telephone contact in the first instance regarding appointments or test results etc

**Letter**—if you have an ongoing medical condition which requires annual review we will invite you to attend by letter or text messaging if we hold a mobile phone number for you.

**Text Messaging**—we offer a text messaging appointment reminder service. You will be sent a message to the mobile number we hold for you on the day of your appointment. We may also text message you informing you of health campaigns eg flu vaccination.

**Email**—the Practice produce a quarterly seasonal Newsletter and can send you this by email. At the moment however we are unable to respond via email, so please do not return messages using this method.

If we do not hold a mobile telephone number or email address for you, please give it to the Receptionist and we can include you. If you do not wish to receive communications via these methods please let the Receptionist know and your record can be updated.

**Loop System**—a loop system is available on our patient call system for the hard of hearing

**Interpreter Services**—should you require the services of an Interpreter, please let the Practice know and this can be arranged in advance

## **COMMENTS AND SUGGESTIONS**

We always aim to provide the highest quality of medical services available. However we realise occasionally there may be incidents that can cause irritation or annoyance.

We want to know about any problems or difficulties as soon as they occur so that changes and improvements can be considered.

The Practice welcomes comments both positive and negative from our patients on the services provided.

If you feel you are experiencing difficulties with any aspect of our service please ask to speak to the Management Team who will be happy to listen to any concerns you may have.

We also have a “Comments and Suggestions Box” in the Waiting Room. If you wish to give your name and address we would be happy to reply.

We can only make changes if we know what needs to be improved.