



Watling Medical Centre

YOU SAID... WE DID.

“I want to be able to come to the surgery during my lunch break”

Stanmore and Burnt Oak surgeries are both open throughout the day and some nurse clinics run during the lunch period

“I want to be able to book appointments online”

All appointments available on the phone are also available to book online in real time

“I want to know more about other local services available, especially when the surgery is closed”

We created and distributed two information leaflet for our patients, one for Burnt Oak and one for Stanmore, in collaboration with Healthwatch Barnet

“I want to know what the parking arrangements are at the surgery”

We created a parking information leaflet about local conditions which is displayed in the surgeries and is available online

“I want to have clearer information on how to book appointments”

We created an information leaflet detailing how and when you can book an appointment, including pre-bookable appointments

“I want to be able to get my test results later in the day”

Results are now available after 11am all day by telephone or at reception, but not online

“I want to be sent an SMS reminder about my appointment”

SMS reminders are sent for all appointments, and appointments can also be cancelled by text

“I want to know when each Dr is working”

We created a Dr schedule which is available in the surgery and online

“I want better communication about the services in the surgery and any changes to them”

We have patient information screens in the surgeries

We have set up a patient newsletter with the patient group

We have collected approx. 2000 email addresses and use these to email information to patients

