At Highgate Medical Centre we take what you say very seriously, and want to take this opportunity to thank everyone for having taken part in our Survey’s helping us to provide a better service for you

**March 2019**

38% of patients stated at times they don’t get to speak to their GP

We uploaded 20 more appointments a week for patients to be able to book to speak to a GP at the surgery

**September 2019**

96% of patients stated that they prefer completing surveys online

We have now introduced surveys on surveymonkey to our patients who have given email contacts to the surgery

39% stated they would like to be more involved in the surgery

We have increased more PPG meetings throughout the year and sent invitations to all patients who want to attend and participate.

**October 2019**

52% of our patients attended surgery for Mental Health reasons – 48% of these patients felt they were helped enough.

We have introduced the following support for all our patients:

To be able to self-refer to Birmingham Healthy minds online through the link - <https://www.bsmhft.nhs.uk/our-services/birmingham-healthy-minds/self-referral/>

Further information regarding diagnosing Mental Health and being aware of the symptoms along with contact information has been put on to the Notice board dedicated to Mental Health – So patients are aware of what help is available to them and who to approach.

We have also organised Yoga classes and social gathering events such as our McMillan Coffee afternoon for patients to get together benefit from the information shared and get to socialize with one another

**November 2019**

54% struggled to get through to the surgery by phone

We have opened up 22 more appointments per week for patients to be able to book online. We have also employed another receptionist to cover reception during high call volumes.