

Year	You said	What we did
2022	The lighting at some of our sites was poor, meaning some patients felt they were unsure they were at the right building, or were concerned about entrance and egress	We arranged for more lighting and improved signage at our sites
2022	The locations for patients in Heeley PCN were not in the right place, patients from 2 practices didn't use the service	We added a new location to meet patient needs and increase access for patients
2023	patients/carers in the home visit service expected they were not sure what action had been taken on some occasions	we implemented hand over forms in our service to be left at patients homes were necessary alerting them that a visit has taken place and any action needed
2023	Patients fed back that they felt staff were rushing in order to finish earlier	We ensure that staff worked their full shift, audited logins, and removed locums who were not working as expected
2024	patients said they would have preferred to have their at the same time as a coil fit	We implemented ad hoc when due smears into our Sexual Health clinics
2024	our team needed more awareness in LGBTQ+	All our Sexual health team undertook LGBTQ+ training session in April 2024 to raise awareness and building confidence when a patient identifies as LGBTQ+
2024	Patients in our sexual health service noted the hubs were often not close to their home addresses	we carried out an audit which monitored distances patients travelled and placed hubs closer to the locations where patients travel the longest distances to reduce travel
2024	Patients felt staff conversations between themselves were able to be heard	We reminded staff to consider the conversations they were having all our team also undertook

2024	Patients in University PCN were under-utilising the service	We opened a hub in University and worked with patients and the ICB to create a model that worked for students
2025	patients said they couldn't use the check in screens when trying to arrive at their appointments	We have as a result of this amended our reminder messages to include prearrival advice re not using check in screens.