



## **PATIENT SATISFACTION SURVEY**

Thank you to all your responses on our recent 'Patient Feedback Survey'  
We have analysed the data and can now advise:

**Many of you noted that there is a long wait to get in to see a doctor.**

We would like to let you know that we have a new doctor starting in August 2024, which will give us an extra 2 days of appointments. We are hoping we see more appointments available for our patients sooner.

**You mentioned that having emergency appointments available with your preferred doctor was needed.**

We have now allocated more Urgent On the Day appointments so you are able to see your regular doctor for those more urgent issues that cannot wait.

**There has been requests for more psychology services in Winchelsea.**

We are happy to inform you that a new psychologist, Harry Smith, is now working at The Exchange next door. Please see one of our friendly Doctors if you need a referral.

To Continue to improve our service, please continue to provide your feedback with the following link.



Or speak with our Friendly Reception Team.

Thank you.