

What happened as a result of the things you told us about the GP Extended Access Service in Huddersfield.

The service is provided by My Health Huddersfield and we asked them to let us know if they changed or planned to change anything as a result of the feedback they heard from people we spoke to about their Extended Access service.

Here's some of examples of where your feedback has made a difference to how the service is being delivered.....

Comment	Response/Actions planned by My Health Huddersfield
<p>'Perhaps it should be advertised more to patients? I was unaware of it. I was at my GP surgery about a month ago and I saw nothing in the waiting room about this service'</p>	<p>We received similar feedback through a survey conducted with Patient Reference Groups/Carers Groups in Greater Huddersfield.</p> <p>We have taken all feedback on board and as well as the posters that were distributed in April/May 2018 we have increased the amount of advertising about the service that we do through the My Health Huddersfield (MHH) Twitter and Facebook accounts. .</p> <p>We have also worked with a film company to develop a short film to promote the service to patients. The film will be shown on the TV screens in the waiting rooms of Huddersfield GP practices as well as on the Local Care Direct, MHH and Clinical Commissioning Group websites and social media feeds. The film will have subtitles so it can be used without the sound as well. We will also be sharing the film with other Huddersfield based organisations and voluntary groups for sharing wider.</p> <p>Finally, GP practices who are involved in delivering the service will be sharing information about the service with their Patient Reference Groups twice a year (minimum), with their staff twice a year (minimum) and will have information displayed on their websites.</p>
<p>'I think these times are still too limited'</p>	<p>We have increased the time of the service on a weekend to enable more appointments to be available. Appointments are now at the following times: <u>GP</u></p>

	<p>Mon to Fri 6.30pm to 8.30pm Sat and Sun 8.45am to 5.15pm <u>Phlebotomy (blood testing)</u> Sat 9.00am to 1.00pm Hoping to add in Weds 6.30pm to 8.30pm <u>Physio</u> Mon, Tues & Weds 6.30pm to 8.30pm Thurs 6.30pm to 9.30pm Sat 8.30am to 2.30pm</p>
<p>'Parking charges at HRI are a negative aspect'</p>	<p>We understand that patients have to pay at HRI which is different to parking at their usual GP practice. We have recently introduced 2 different sites for the Physio appointments both of which have free parking. If we open a new 'hub' in future, consideration will be given to availability of parking.</p>
<p>'Would also like to see specialist services available such as access to MS nurse'</p> <p>Approx 80 patients said Practice Nurse appointments were important</p>	<p>As part of the development of Extended Access services we are hoping to introduce Practice Nursing and specialist clinics. This is being given careful consideration for the future.</p>