

# RADCLIFFE ON TRENT HEALTH CENTRE “YOU SAID....WE DID”

## SUMMARY OF RECENT EVENTS

<b>DATE</b>	<b>You said</b>	<b>We did</b>
September to December 2019	Could receptionists be more proactive in offering “out of hours” appointments?	Receptionists have been trained to offer evening and weekend appointments at Keyworth, East Bridgford and West Bridgford surgeries if appropriate. Appointments for a small number of conditions/treatments (e.g. ear syringing) are not yet available in these clinics
October 2019 – December 2019	Practice involvement in the Health Event scheduled for November 2019 and organised by our Patient Participation Group, the Radcliffe Surgery Forum (RSF) would be good to see	The Practice supported the RSF with the Health Event on 23 November 2019. The theme was cancer prevention and Dr Patel gave a presentation and answered questions on the prevention of cancer, in particular skin cancer