

YOU SAID

WE DID

November - North West Division



"We didn't know we had been referred to you or when you would be visiting us"

All patients are telephoned when referral is first perceived by service to inform of receipt of referral and approximate time for visiting.

"If there is a delay in clinic, it isn't communicated to me"

If there is a delay in clinic we now display a poster that lets you know how long the delay is.

"I did not know there was an out-of-hours emergency service"

This information is now included in the dental answerphone message.

"I don't know who to contact if things go wrong"

A direct number is now provided to all patients

"I feel lonely and bored in the middle of the day when I am in my room"

Volunteer has been recruited and now visits patients to limit boredom and loneliness .

"The food is always the same"

There is now more variety in food including vegetarian, kosher and Caribbean choices.



We listen to YOU!