

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Prema House Medical Centre we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

What you told us	Changes we're making
1. Building upgrade	Reviewing condition of the building, arranging painting quotes and considering a full re-configuration of the practice to meet modern needs
2. Availability of Doctors	We are actively working with doctor recruitment organisations to engage additional doctors, new doctors are engage to commence with us early 2024
3. Availability of appointments	We have opened a second location & engaged an additional doctor to cover, this will continue to improve as more doctors are engaged.
4.	