

## **New Earswick Explore Engagement**

**Monday 15 August 2017 9:30-12:30.**

**Hawthorn Terrace, YO32 4BY**

**Comments and thoughts from users of Tang Hall Explore during a visit by our Head of Engagement, Victoria Hirst. Comments are arranged below by theme.**

### Access to primary care

- “When you ring for an appointment, it is good that the doctor can ring you back”

### Communication, signposting and navigating the system

- “Is the accessible standard working? Does everyone know about it?”
- “Are self-referrals actually capturing those who are most in need?”

### Prevention and education

- “Educate/help people to self-care to prevent them blocking up the system with minor issues”

### Quality of care and the future of the NHS

- “Dr Smart excellent”
- “Great service from Dr Smart”
- “The local GP was excellent with my 18 year old”

## Maternity

- “Had really good support around breastfeeding”
- “How confident are new mums with breastfeeding? Support is important”
- “Concerned about how use out of hospital post birth”
- “It’s better now that antenatal classes are back to being face to face rather than online”

## Equality and Diversity

- “Inclusion is really important. Everything is gearing for healthy and well”
- “Visually impaired. We need to ensure that we are providing information in the right format”